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# Retention Management System AWOL Recovery User Guide

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**Version 10.18.0**

## Privacy Act Statement

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# 1 Whats New

## Version 10.18.0-Released 2023/02/22

### ENHANCEMENTS

- In Panel 4 of a case in the “Determine Reason” work bucket, the “Reason ID” drop-down was updated to populate based on the category selected in the “Reason Category” drop-down.
- The work bucket counts of the “Contact Soldier” and “Initiate Sponsorship” were reset.
  - Records created prior to November 1, 2022 were closed out.

### RESOLVED ISSUES

- The “Missed Counseling” report did not load on the Exercise or Production sites.
  - This error has been resolved.
- No data was found in the “AWOL Status by Unit State” report.
  - This error has been resolved.
- The “Extensions in Progress” report was not returning any data.
  - This error has been resolved.
- The “Report Usage” report was not returning any data.
  - This error has been resolved.
- Users at the NGB level could only use the “Assume Command” function for their parent State and not any others.
  - This error has been resolved.
- An error when attempting to load the “Eligible by ETS Date” report was resolved.

## Version 10.17.0-Released 2023/01/18

### ENHANCEMENTS

- Any instances of “APFT” were updated to read “ACFT” instead.

### KNOWN ISSUES

- The AWOL “Category/Reason” drop-down menus need refinement to display a limited number of Category options.
- The “Assume Command” blade in the Command Center is not fully operational.
- Continued impact from IPPS-A R3 data issues.

## Version 10.16.0-Released 2022/12/07

### ENHANCEMENTS

- The work bucket order was changed to match the flow of a Soldier working through RMS- Vulcan then Retention. The Vulcan RSP Case Work Parent folder and its same workflow appears above the RMS Case Work Parent work bucket.
- The following documents were deleted from the References section in the Resource Center blade: ARNG SRIP Policy FY22, ARNG SRIP Policy FY22 Memo, RRG SRIP Q1 Top 3 State MOS.
  - The following documents were added to the reference section: FY23 VoEd Policy, FY23 SRIP Implementation-final, FY23 ARNG SRIP FINAL, FY23 ARNG SRIP 1QTR Top MOS List.
- SAAR documents are now required for access to SMMS applications and will need to be uploaded into UMT before access can be approved for Users. The form is available on the SMMS home page.
- The Physical Assessment module in the Administration blade allows for batch inputs for available test fields for the ACFT and OPAT options.

### RESOLVED ISSUES

- Under the References tab in Panel 4, “Army Regurations” was corrected to “Army Regulations”.
- Typing in the calendar field of an ACFT Physical Assessment case in the Administration blade created an error but selecting from the calendar picker does not.
  - This error has been resolved.

## Version 10.15.0-Released 2022/11/01

### ENHANCEMENTS

- The STRM Course Completion module was hung in the Administration blade.
  - Selecting a course from the phase drop-down brings up a list of cases.
  - Cases that populate from the phase drop-down can be marked as complete if the Soldier has taken the course test.
  - Once saved, the ‘Date Completed’ column populates with the test date.
- The OPAT option was added to the ACFT Assessments module in the Administration blade. Users can select the test date which passes to any cases where Physical Assessment data is input and saved.

### RESOLVED ISSUES

- On the Exercise and Production sites, the Create Case tab in Panel 3 was not populating the controls or cases tied to the Soldier.
  - This error has been resolved.



## 1 Whats New

- Data was not being saved when attempting to add request form information to approve change requests.
  - This error has been resolved.
- The check preventing users from using SMMS applications in Internet Explorer was not functioning in any environments.
  - This error has been resolved.

### Version 10.14.0-Released 2022/09/22

#### RESOLVED ISSUES

- Under the Document Center blade in the Command Center, the link to the Vulcan RSP user guide did not correctly populate on the Production site.
  - This error has been resolved.

### Version 10.13.0-Released 2022/08/25

#### ENHANCEMENTS

- Updates were made to the Army Combat Fitness Test Scorecard to populate when a user wants to export the results of the ACFT. The Soldiers name, gender, unit information, should pass to the form.
- Users now can add/edit/delete a future date for drills scheduled through the RSP Admin blade module

#### RESOLVED ISSUES

- (AWOL) When entering an email address or alt email in the Panel 4 Soldier Contact information section, the application allows the user to save a zero at the end of the email address (.c0m) instead of .com.
  - This error has been resolved.
- Uploading multiple documents at the same time sometimes failed.
  - This error was resolved by updating the upload mechanism to upload documents sequentially.
- An error causing items in the Document Center blade to display blank panels when clicked on was resolved.
- An error preventing remarks from being made in Panel 3 of a Warrior case was resolved.

### Version 10.12.0-Released 2022/08/03

#### ENHANCEMENTS

- The ability to Add, Edit, and Delete information in the RCT Roster in the Administration blade was added.

- The LNO Edit Ticket Email Distro List was created in the Administration blade. Users can use it to save email addresses to selected states so that those addresses receive email notifications when an LNO ticket is created for, or returned to, that state.

### RESOLVED ISSUES

- When inputting or editing an Alt Email in the Soldier Contact Information section of Panel 4, the inputted information does not save and is not displayed in the Alt Email field.
  - This error has been resolved.
- Saving information in the Soldier Contact section displayed a successful save message but the contact info did not appear as expected.
  - This error has been resolved.
- Clicking the edit icon in the Soldier Contact Information section populated additional spaces that prevented saving. These extra spaces have been eliminated.

## Version 10.11.0-Released 2022/07/06

### ENHANCEMENTS

- A link to the Uniform Distribution inventory was added under the Vulcan RSP section of the Administration blade in the Command Center.
  - The inventory displays the current uniform inventory, by size, for each state.
  - It allows the user to select one of the states and then view the history of PT Uniform transactions.
  - It allows the user to select one of the states and adjust the PT Uniform inventory count, by size, for that state.
- Calendar year 2022 was added to the UMT User Activity report. It drills down into Calendar Year month, then Run Date, with a base report of Application, Calendar Year, Calendar Year Month, Date Accessed, Full Name, email address.

## Version 10.10.0-Released 2022/06/09

### ENHANCEMENTS

- The My Reports blade was created in the Command Center. It contains the My Reports, Private Reports, and Shared Reports folders.

### KNOWN ISSUES

- The RMS Metric Brief report does not open and instead creates an error message.

## Version 10.9.0-Released 2022/05/12

### ENHANCEMENTS

## 1 Whats New

- The Enterprise/AKO ID section was changed to a drop-down and the email address now auto-populates.
  - The Enterprise/AKO ID drop-down is found in the LNO User window which opens when adding a new user to the LNO Assignments chart in the Administration blade.
- A section for Training Videos was created in the Resource Center blade of the Command Center.
- The Category Manager, LNO Assignments, and Resolutions links under the Administration blade in panel 1 were role restricted, only to be seen/actioned on by the NGB Admin role and hidden for all other roles.
- The ability to upload multiple files to the Documents tab was added.
  - This applies to panel 4 of the AWOL Recovery, Sponsorship, Career Development Counseling, Extension, and Interstate Transfer cases, as well as panels 3 and 4 of a Vulcan RSP case.

### RESOLVED ISSUES

- The field under Days Until Shop\_Color Code was being duplicated and has now been resolved. Only applicable fields show options for the user.
  - Users would see duplicate fields, that while the same, were different tables.
- The POC Last Name field in the Warrior Roster Builder report had an extra space that was deleted.
  - It used to read POC L ast Name.
- An error surrounding the “Failed Transaction Flag” field in the ATRRS Training Roster was resolved.
  - The “Failed Transaction Flag” would throw an error when inserted into the report. It was removed as an option from the left side.

## Version 10.7.0-Released 2022/03/14

### ENHANCEMENTS

- The Enlisted Affiliation Incentives Request Form and Enlisted Incentives Request Form were added to the Resource Center blade.
- The ARNG SRIP Policy FY22, ARNG SRIP Policy FY22 Memo, and ARNG SRIP Q1 Top 3 State MOS documents were added to the Resource Center blade.
- The Case History tab is grayed out and inaccessible unless there is data present. If data is present the tab is accessible and show a history grid with a Contact button that opens a pop-up window when clicked.
- The Strength Maintenance Program and Summary of Change documents were extensively updated, and the Assignment of Enlisted Personnel document was added to the Resource Center blade.

### RESOLVED ISSUES

- An error with users having blank UIC/Grades in UMT user profiles which was not allowing them to fall into the appropriate user hierarchies was resolved.

## Version 10.6.0-Released 2022/02/8

### ENHANCEMENTS

- PFA/APFT Assessments successfully opens in panel 3 from the Administration blade.
- Controls were created in the Assume Command blade to assume different commands and roles.
- An updated DA 4836 form has replaced the outdated form in RMS

### RESOLVED ISSUES

- An error involving the calendar defaulting to January 1900 was resolved.
- An error involving the Document Center not listing properties was resolved.
- An error causing .docx file types to be unsupported in the Document center was resolved.

## Version 10.5.0-Released 2022/01/10

### ENHANCEMENTS

- Case tab reflects work bucket location in the AWOL Recovery process.
- Users under the RSP Shipper Management work bucket will have access to a checklist form that is exportable.
- A link to the User Management Tool was added to the Administration blade.

### KNOWN ISSUES

- The subscribe button for Reenlistment Success reports generates an error message.

## Version 10.3.0-Released 2021/10/16

### ENHANCEMENTS

- The list of RMS User Roles that can issue incentive Contracts was updated.
- Updated ability to capture Family Contact information.
  - Adding primary and alternate contact information for soldiers.

# 2 SMMS Overview

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The Strength Maintenance Management System (SMMS) is a CAC-authenticated management and reporting tool for the Army National Guard (ARNG) force's readiness and strength at the unclassified level. SMMS is a web-based system with multiple modules and tools that support the Recruiting and Retention Community utilizing a familiar desktop-style user interface. SMMS also currently hosts the G1 Gateway and the Guard Incentive Management Subsystem (GIMS).

## 2.1 Accessing Retention Management System AWOL Recovery

Access to the SMMS and RMS AWOL is Common Access Card (CAC) authenticated through EAMS-A.



If you need assistance with your account, please contact the Army Enterprise Service Desk (AESD) at 866-335-ARMY. For application support, please contact the G1 Help Desk at 877-339-5570.

**Warning: The SMMS is a DOD website. The security accreditation level of this site is classified as FOUO and below. Do not process, store, or transmit information classified above the accreditation level of this system. DOD web sites may be monitored for all lawful purposes, including ensuring their use is authorized, managing the system, facilitating protection against unauthorized access, and verifying security procedures, survivability, and operational security. Monitoring includes, but is not limited to, active attacks by authorized DOD entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All information, including personal information, placed on or sent over this system may be monitored. Use of this DOD web site, authorized or unauthorized, constitutes consent to monitoring. Unauthorized use of this DOD web site may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse action. Use of this system constitutes consent to monitoring for all lawful purposes.**

## 2.2 Logging on to SMMS

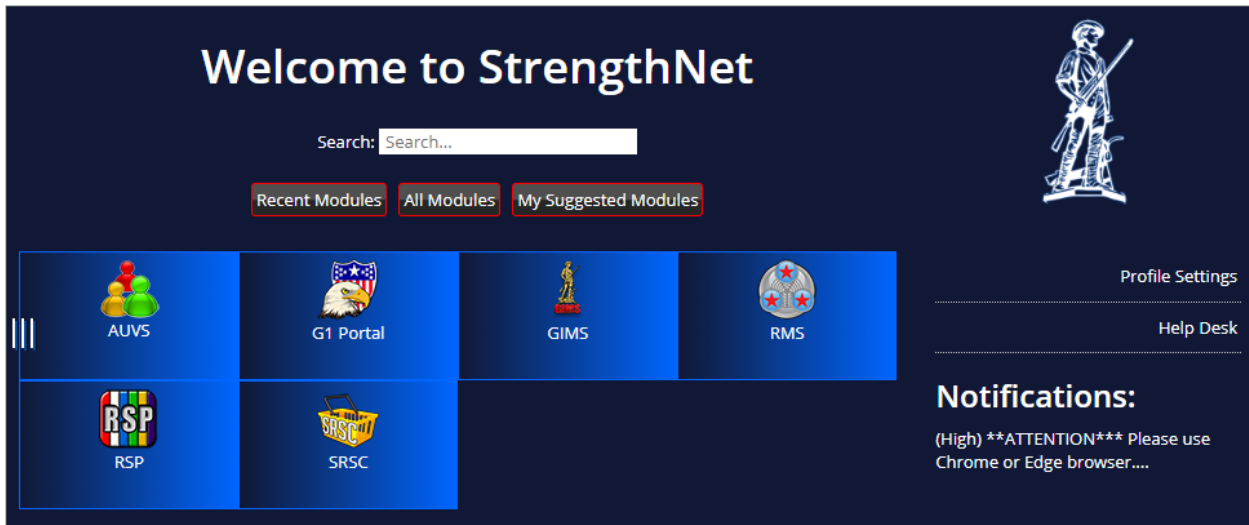
1. In order to access the SMMS, and all of the available products, navigate to <https://smms.ngb.army.mil/v4/RMS/>.
2. Insert your CAC into the reader attached to your computer.
3. Select the authentication certificate and enter your CAC PIN.
  - ▶ The SMMS opens.

**Note** - Upon first logging into the SMMS, you must read and accept the Acceptable Use Policy.


4. When you log on, if there are any active system notices, they appear in a pop-up window.
5. Click **Dismiss** after reviewing the message or click **Remind Me Later** to view the message again the next time you log in to the SMMS.

## 2.3 The StrengthNet Landing Page

As soon as you log into SMMS, the StrengthNet Landing Page opens. This page displays links to the most popular products in the SMMS portal.



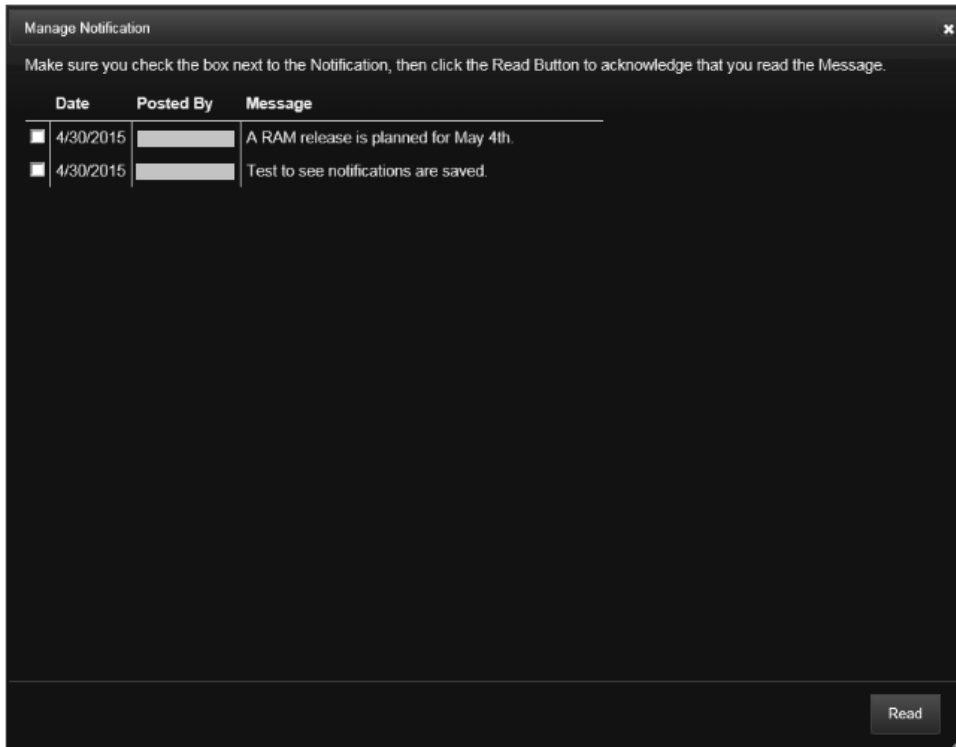
There are three ways to access links on the StrengthNet Landing Page:

- **Product Boxes:** Clicking the modules in the boxes either opens the module via the webtop, or with some modules, opens the module in your browser window. The *G1 Gateway* product box opens the G1 Gateway website in a separate tab in your browser.
  - Recent Modules: limits the modules displayed to the last ten you have accessed
  - All Modules: default view
  - My Suggested Modules: displays modules matching tags selected in your profile settings
- **Search:** Type the name of a module in the *Search* field. The modules displayed are filtered as you type.
- **Shortcut menu:** Hover your mouse over the icon  on the left side of the screen to view a pop-up menu with shortcuts to all the module tiles and options available from the Landing Page.

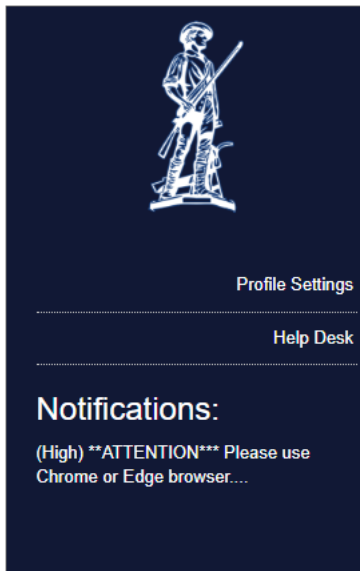
### 2.3.1 Message Notification

If any messages require your attention, the *Message Notification* window appears when you open the site. Select the check box for each message and click **Read** to acknowledge the message so it won't appear the next time you log in.

## 2 SMMS Overview



The recent messages from the *Message Notification* window also appear on the right side of the screen for future reference.



### 2.3.1.1 Profile Settings

The *Profile Settings* page displays tags that you can select to filter the modules displayed from the *My Suggested Modules* screen or to limit your notification subscriptions.

| Your Tags:                                   | Your Notification Subscriptions:    |
|--|-------------------------------------|
| <input type="checkbox"/> Communication       | <input type="checkbox"/> Critical   |
| <input type="checkbox"/> Personnel Readiness | <input type="checkbox"/> High       |
| <input type="checkbox"/> Recruit Quota       | <input type="checkbox"/> Medium     |
| <input type="checkbox"/> Recruiting          | <input type="checkbox"/> Low        |
| <input type="checkbox"/> Store               | <input type="button" value="Save"/> |
| <input type="checkbox"/> Survey              |                                     |
| <input type="checkbox"/> Test                |                                     |
| <input type="checkbox"/> Training            |                                     |
| <input type="button" value="Save"/>          |                                     |


Selecting tags may help you decide which modules are of interest to you and to your mission. Modules matching your selected tags are displayed when you select the *My Suggested Modules* filter. Tags are maintained by administrators.

### 2.3.1.2 Help Desk

The Help Desk contact information is available from this screen.

Thank you for contacting StrengthNet support. If you are experiencing difficulties with a module, want to make a feature request, or suggest a new module you can contact your support team via the methods described below:

Telephone 1(877)339-5570 (M-F 0700-2000 EST)

 Email: ng.ncr.ngb-armg.mbx.rcms-g@army.mil

### 2.3.1.3 Manage Menu

The *Manage Menu* button opens the *StrengthNet Menu Maintenance* page to the *Modules* tab. Only admin users have access to the Manage Menu.



## 2 SMMS Overview

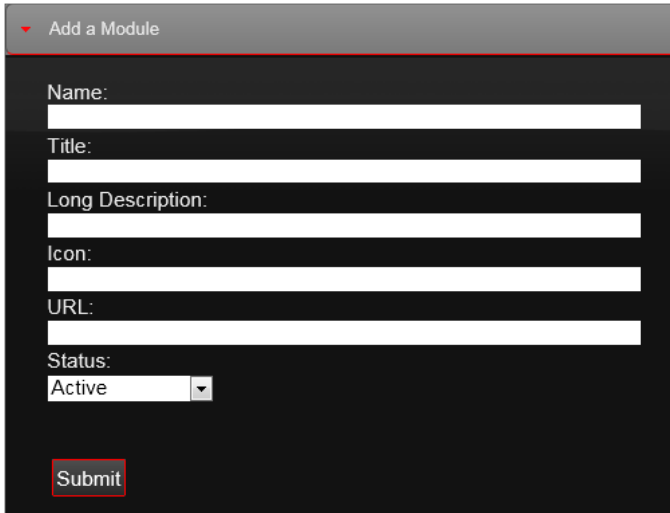


Manage Menu options include:

- *Modules* tab
- *Tags* tab
- *Active Notifications* tab
- *Expired Notifications* tab
- *User Management* tab

## Modules Tab

Click **Add a Module** at the top of the list to create a new module.



▼ Add a Module

Name:  
[Input Field]

Title:  
[Input Field]

Long Description:  
[Input Field]

Icon:  
[Input Field]

URL:  
[Input Field]

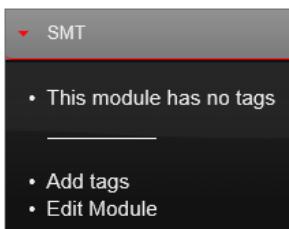
Status:  
Active ▼

Submit

**Note** - The contents of the *Long Description* fields are displayed as a tooltip once the module has been added, as seen in the screenshot below.



To edit an existing module, select that module from the list. The example below illustrates the options to add tags to or edit the SMT module.



▼ SMT

- This module has no tags

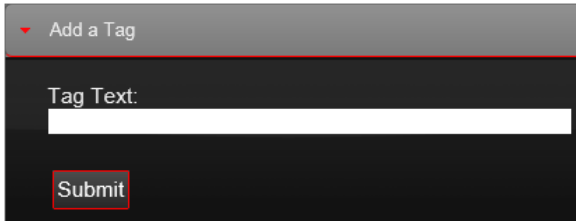
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- Add tags
- Edit Module

Click **Add tags** to view a list of existing tags. Select the checkbox for any tag(s) you want to apply to the module.

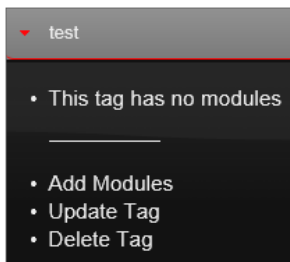
## Tags tab

Click **Add a Tag** to create a new tag.



A screenshot of a web form titled "Add a Tag". The form has a dark background. At the top, there is a header "Add a Tag" with a small red downward arrow. Below the header, there is a label "Tag Text:" followed by a white text input field. At the bottom of the form, there is a red "Submit" button.

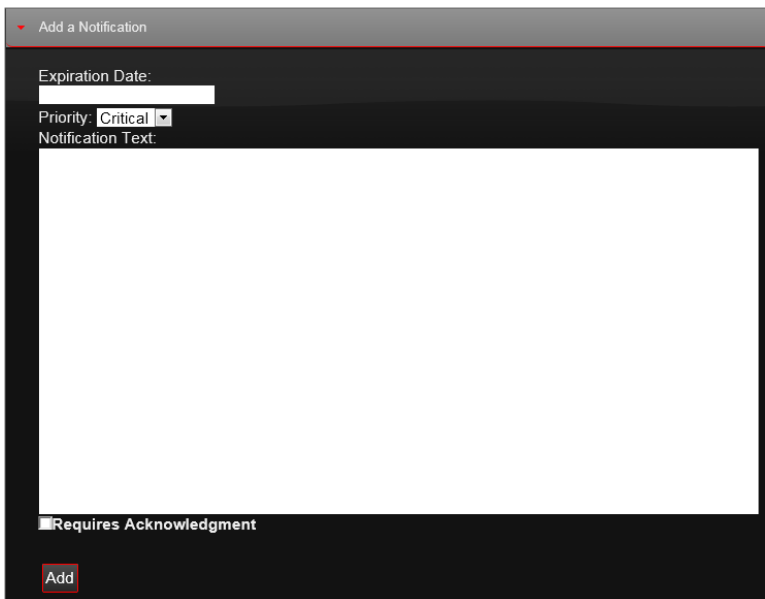
To edit an existing tag, select that tag from the list. The example below illustrates the options to edit a tag labeled "test."



A screenshot of a dropdown menu for a tag labeled "test". The menu has a dark background. At the top, there is a header "test" with a small red downward arrow. Below the header, there is a list of options: "This tag has no modules", "Add Modules", "Update Tag", and "Delete Tag".

## Active Notifications tab

To add a notification:



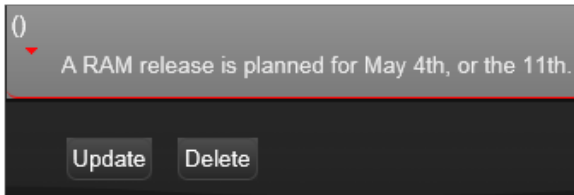
A screenshot of a web form titled "Add a Notification". The form has a dark background. At the top, there is a header "Add a Notification" with a small red downward arrow. Below the header, there are several fields: "Expiration Date:" followed by a white text input field, "Priority: Critical" with a dropdown arrow, and "Notification Text:" followed by a large white text area. At the bottom of the form, there is a checkbox labeled "Requires Acknowledgment" and a red "Add" button.

1. Set the expiration date.
2. Set the priority to Critical, High, Medium, or Low.
3. Enter notification text.

4. Optionally, select the *Requires Notification* check box to flag the message as high priority. This requires the user to select the message and click *Read* in the *Message Notification* window that appears after logging in.
5. Click **Add**.

### Expired Notifications tab

In this section you can select an expired notification to update or delete.



### User Management tab

To navigate back to the *Manage Menu* screen click **Home**.

## 2.4 Requesting Access on StrengthNet

1. On the StrengthNet Landing Page, click the application you wish to request access to.
  - ▶ A page displaying hyperlinks to request access to the application appears.

You do not have permission to access the requested resource.  
Please click [here](#) to Request Access.  
Please click [here](#) to go Back.

2. Your profile appears in the *Request Access* screen

## 2 SMMS Overview

### Request Access

**Access Details**



Documents


My Admins


**Profile**


|                     |            |       |                              |
|---------------------|------------|-------|------------------------------|
| Last Name           | First Name | Rank  | Email                        |
| Rulona              | Nathan     | MOS   | nathan.y.rulona.ctr@army.mil |
| Member Name         | UIC        | Grade |                              |
| nathan.y.rulona.ctr |            |       |                              |

**Command**

Command Value \*   

Hierarchy Type (Auto-Pop)  

Command Level (Auto-Pop)  

Unit State  

**SAVE** **CANCEL**

**Roles and Permissions**

Approved

Role \*

**SAVE** **CANCEL**

**Submit**

Current Status: Access Request Initiated

Description: Access request initiated. User must submit request before an administrator can review.

Provide Remarks

**REQUEST ACCESS**

**History of Actions**


Search:

| Date                | User ID             | Comment          | Previous Status | Action | Status                   |
|---------------------|---------------------|------------------|-----------------|--------|--------------------------|
| 09/01/2022 12:52 PM | nathan.y.rulona.ctr | New Case Created |                 |        | Access Request Initiated |

Showing 1 to 1 of 1 entries

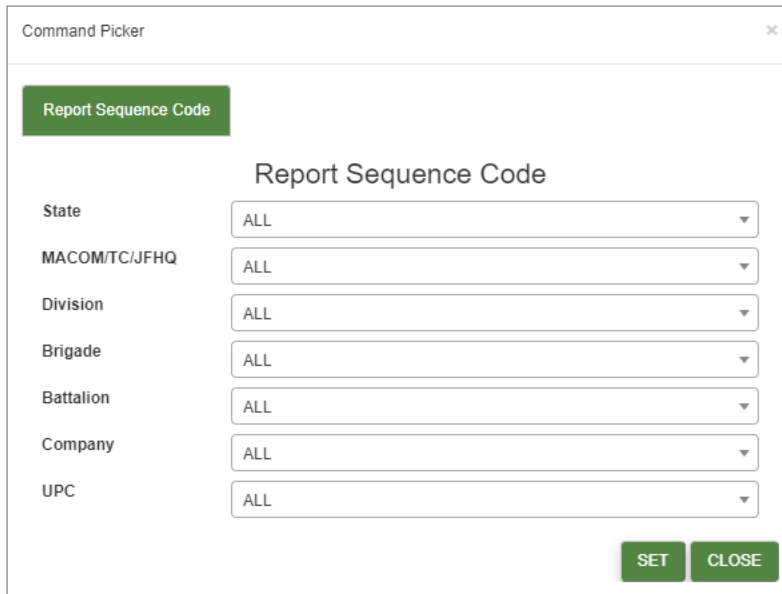
3. First, click the magnifying glass next to the *Command Value* field.

**Command**

Command Value \*  

## 2 SMMS Overview

- ▶ The *Command Picker* window opens. Select the appropriate options from the drop-down menus. Click **SET**.



4. The *Hierarchy Type* and *Command Level* fields will automatically populate.

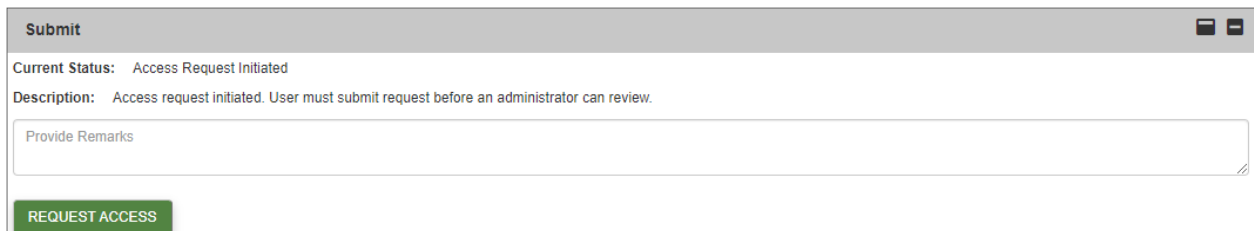
- ▶ Click **SAVE**.

5. In the *Roles and Permissions* section, select the appropriate role from the *Role* drop-down menu.



- ▶ Click **SAVE**.

6. Once all required information has been filled in, click **REQUEST ACCESS** in the *Submit* section.



- ▶ Click **YES** in the confirmation window.

7. Your request is submitted for Administrator approval.

# 3 Retention Management Software Overview

## 3.1 Opening AWOL Recovery

From the RMS Landing Page, you can open the *AWOL Recovery* module from the *Management Center* menu in the Command Center.

The screenshot displays the RMS Command Center interface. On the left, the 'Management Center' menu is expanded, showing the 'RMS' section with sub-items: 'Vulcan Management', 'Vulcan RSP Case Work', 'Retention Management', and 'RMS Case Work'. Under 'RMS Case Work', the 'AWOL Recovery' module is highlighted, with sub-items: 'Contact Soldier' (6,044), 'Determine Reason' (3), and 'Prepare 4856' (7). Other sub-items include 'Sponsorship', 'Career Development Counseling', 'Extension/Counseling', and 'Interstate Transfer'. A 'REFRESH' button is located below the menu. On the right, the 'Landing Page' tab is active, displaying a 'Notifications' panel with a 'MANAGE' button. The notification is titled 'Release' and is posted by 'steven.j.zyllich' on '10/15/2014 3:08:02 PM'. The message text describes new features and enhancements in RMS V2.2.0.0, including role emulation, email notifications for case transfers, and a loading progress window.

Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection.  
Accessibility/Section 508

## 3.2 Introduction to the RMS AWOL Interface

The RMS AWOL user interface allows you to accomplish your work from four panels, each of which performs a different function.

### 3 Retention Management Software Overview

**Note** - Each panel can be collapsed or expanded at any time by clicking the black bar at the top of each panel.

The screenshot displays the Command Center interface. On the left is a navigation sidebar with a tree view under 'RMS' containing 'Vulcan Management' and 'Retention Management'. Under 'Retention Management', 'RMS Case Work' is expanded to show 'AWOL Recovery' (6,044), 'Determine Reason' (3), and 'Prepare 4856' (7). A 'REFRESH' button is located below the sidebar. The main panel, titled 'AWOL Recovery - Contact Soldier (6,044)', shows a table of soldier data. The table has columns for SSN Last, Soldier Name, UIC, Total U Count, Days From First Unsat, First Unsat Date, and Name. The table lists 100 entries, with the first entry being BECHER LORA (SSN 4632, UIC P98B0, Total U Count 32, Days From First Unsat 4390, First Unsat Date 20110215). A pagination bar at the bottom of the table shows 'Showing 1 to 100 of 6,044 entries' and a set of page numbers from 1 to 61, with '1' selected.

| SSN Last | Soldier Name        | UIC   | Total U Count | Days From First Unsat | First Unsat Date | Name            |
|----------|---------------------|-------|---------------|-----------------------|------------------|-----------------|
| 4632     | BECHER LORA         | P98B0 | 32            | 4390                  | 20110215         | Contact Soldier |
| 0405     | SACHTJEN ARITZA     | PJZAA | 28            | 4390                  | 20110215         | Contact Soldier |
| 5981     | SIRDEVAN TEKISHA    | P7VB0 | 59            | 4390                  | 20110215         | Contact Soldier |
| 0574     | EDIORGARCIA BRENNIA | 78DAA | 30            | 4390                  | 20110215         | Contact Soldier |
| 7154     | GILMARTINEZ WAQAS   | TJZAA | 25            | 4390                  | 20110215         | Contact Soldier |
| 0713     | TRAINOR MICHAH      | X5PAA | 121           | 4390                  | 20110215         | Contact Soldier |
| 5769     | CAMPISI SUSAN       | Y5YAA | 41            | 4390                  | 20110215         | Contact Soldier |
| 7931     | ROEST MERKISHIA     | PNVT0 | 67            | 4390                  | 20110215         | Contact Soldier |
| 3822     | CAMPISI SUSAN       | PS1T0 | 38            | 4390                  | 20110215         | Contact Soldier |
| 4823     | BURGHARD CUAUHEMOC  | PUGD0 | 8             | 4390                  | 20110215         | Contact Soldier |
| 0278     | CUASCUT ROBERTHA    | PS1B0 | 36            | 4390                  | 20110215         | Contact Soldier |
| 5714     | APPLEBEE STEWART    | TJ1AA | 24            | 4390                  | 20110215         | Contact Soldier |
| 0444     | BASTIANSEN JANELL   | V96T0 | 59            | 4390                  | 20110215         | Contact Soldier |
| 9455     | WIERZBA MIKIAS      | Y24B0 | 29            | 4390                  | 20110215         | Contact Soldier |
| 6882     | CAHUE RAINIER       | PRBA0 | 418           | 4390                  | 20110215         | Contact         |

From left to right, panels 1 and 2 contain:

1. **Command Center:** see [Command Center](#) on page 26.
2. **Soldier Roster:** see [Soldier Roster](#) on page 27.



### 3 Retention Management Software Overview

The screenshot displays the REISOR GLEN software interface for a user named REISOR GLEN (2805809). The interface is divided into several panels:

- Soldier Summary:** Displays personal and service information for REISOR GLEN, including Grade (E5), Rank (SGT), Date of Commission, ETS Date (20121123), Reserve Component Category (TPU), and Unit Processing Code (P8VT0).
- Case Summary:** Shows Case ID (2805809), Name (Determine Reasons), Authority (AWOL), and Start Date (20170418).
- Create Case:** A form to add new cases, currently showing 'ALL' and an 'ADD CASE' button. Below it is a table of existing cases.
- Case Table:**

| Case Type | Case Number | Status                | Previous Status                 | Date Created | Created By       |
|-----------|-------------|-----------------------|---------------------------------|--------------|------------------|
| AWOL      | 2805809     | Determine Reasons     | Contact Soldier                 | 04/18/2017   | steven.j.zylic   |
| Extension | 836351      | Closed                | Case Started                    | 12/19/2013   |                  |
| Extension | 1213372     | 271 - 365 days        | Case Started                    | 12/23/2013   |                  |
| IST       | 388149      | Assign Paragraph/Line | Complete Losing State Checklist | 08/28/2013   | SystemConversion |
- AWOL Reasons:** A form to add reasons for an AWOL case, including fields for First Unsat Date, Reason (dropdown), Reason Category (dropdown), and Reason Comment.
- Case Actions:** Shows the current status (Determine Reasons) and a description (Determine Reasons). It includes a 'Provide Remarks' text area and buttons for 'DETERMINE REASON' and 'TERMINATE CASE'.
- History of Actions:** A table showing a log of actions performed on the case.

**History of Actions Table:**

| Date                | User ID   | Comment                       | Action          | Previous Status |
|---------------------|-----------|-------------------------------|-----------------|-----------------|
| 07/26/2022 09:29 AM | alec.horn | Auto Remarks: Contact Soldier | Contact Soldier | Contact Soldier |

At the bottom of the interface, there is a privacy notice: "Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection. Accessibility/Section 508"

Panels 3 and 4 contain:

3. **Soldier Details:** see [Soldier Details](#) on page 28.
4. **Case Details:** see [Case Details](#) on page 30.

## 3.2.1 Command Center

The Command Center is where you access your job duties within RMS AWOL.



The Command Center is composed of several different blades:

- **Management Center:** See [Management Center](#) below.
- **Search:** See [Search](#) on page 43.
- **My Reports:** Contains private and shared reports. See [My Reports](#) on page 59
- **Resource Center:** Contains documents, user guides, and training videos. See [Resource Center](#) on page 63
- **Document Center:** Contains any policy guidance or other documents uploaded by module administrators for users of the module to view.
- **Administration:** See [Administration](#) on page 64.
- **Assume Command:** See [Assume Command](#) on page 65.

### 3.2.1.1 Management Center

The *Management Center*, located in the first panel on the far left of the screen, organizes cases in permission-based work buckets, or groups of similar cases. Work buckets display a list of Soldiers needing a particular action that you may need to perform. You can only view work buckets, and the cases within, if you have the appropriate role and permission. The number in parentheses beside each work bucket is the number of cases that you can either view or edit.



**Note** - Depending on your role, you may be able to view work buckets and cases that you are unable to edit.

### RMS AWOL Work Buckets

The work buckets within the AWOL Recovery module include:

| Work Bucket      | Case  |
|------------------|---|
| Contact Soldier  | This work bucket is populated with Soldiers, listed as AWOL, who have yet to be contacted.  |
| Determine Reason | Identify the reason for Soldier's unexcused absence(s).                                     |
| Prepare 4856     | Enter information so that the DA 4856 can be created, and the Soldier's Case can be closed. |

### 3.2.2 Soldier Roster

The Soldier Roster is the second panel from the left, which lists a selected work bucket's contents.

The list includes Soldiers who have a case in that work bucket and general information about those Soldiers, such as Soldier name, UPC, Social Security Number (SSN), etc.

You can select any Soldier from this list to view detailed information about that Soldier. After clicking a Soldier, the third and fourth panels populate, and the first and second panels automatically collapse.

AWOL Recovery - Contact Soldier (6,059)

☰ Contact Soldier

Show 100 entries

| SSN Last 4 | Soldier Name           | UIC   | Total U Count | Days From First Unsat | First Unsat Date | Name            |
|------------|------------------------|-------|---------------|-----------------------|------------------|-----------------|
| 2722       | BRESLOW YESMANY        | 77825 | 28            | 3940                  | 20110305         | Contact Soldier |
| 9245       | BRESLOW YESMANY        | 77825 | 16            | 3842                  | 20110611         | Contact Soldier |
| 4536       | VERHAGEN JAVETT        | 77843 | 27            | 3940                  | 20110305         | Contact Soldier |
| 0560       | SKINNER CORNELIO       | 77AAA | 28            | 3915                  | 20110330         | Contact Soldier |
| 0057       | FABISH GASTON          | 77HAA | 44            | 3942                  | 20110303         | Contact Soldier |
| 5106       | EGSGAARD HRAIR         | 77HAA | 27            | 3941                  | 20110304         | Contact Soldier |
| 6452       | SCHOOFS MISHA          | 77HAA | 34            | 3940                  | 20110305         | Contact Soldier |
| 6354       | PRESTAGE EHILA         | 77HAA | 26            | 3941                  | 20110304         | Contact Soldier |
| 4030       | VRUDNY LAUREL          | 77MAA | 26            | 3944                  | 20110301         | Contact Soldier |
| 7765       | ALDRETE DENNIS         | 77NAA | 20            | 3922                  | 20110323         | Contact Soldier |
| 0580       | LILBURN BRANDT         | 77RAA | 26            | 3906                  | 20110408         | Contact Soldier |
| 9063       | CUPPERNULL SABRINA     | 77RAA | 29            | 3912                  | 20110402         | Contact Soldier |
| 9470       | LARANCE DAMON          | 77RAA | 27            | 3900                  | 20110414         | Contact Soldier |
| 1860       | FORBUS ADUPEDEE        | 77SAA | 26            | 3940                  | 20110305         | Contact Soldier |
| 1715       | HUSBY SILVERIO         | 77ZAA | 18            | 3941                  | 20110304         | Contact Soldier |
| 9494       | CAMMER TERILYN         | 780AA | 26            | 3940                  | 20110305         | Contact Soldier |
| 2725       | PEROY ERICA            | 785AA | 29            | 3941                  | 20110304         | Contact Soldier |
| 2138       | MENDOZA KEITH          | 785AA | 32            | 3940                  | 20110305         | Contact Soldier |
| 1292       | NANDY EKONDUA          | 78AAA | 7             | 3929                  | 20110316         | Contact Soldier |
| 0365       | WILLIAMSSTUBBS SATUALA | 78BAA | 31            | 3955                  | 20110218         | Contact Soldier |
| 9557       | ROKOSKY NASSER         | 78DAA | 26            | 3906                  | 20110408         | Contact Soldier |

Showing 1 to 100 of 6,059 entries

Previous 1 2 3 4 5 ... 61 Next

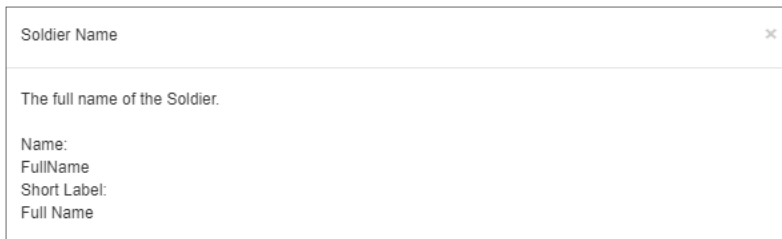
### 3.2.2.1 Soldier Roster Tools

There are several ways to customize the Soldier Roster (second) panel.

- Filter the results by clicking on the **Show/Hide Filters**  icon at the top of the panel. Enter text above a column in the *Search* field. The results are filtered as you type.



- View tool-tips by clicking the information  icon in any column heading.



- Options to refresh the screen, show/hide filters, clear filters, export to CSV, or export to Excel are available in the tool panel above the roster.



**Tip:** See the [Glossary of Icons](#) on page 42 for specific descriptions.

### 3.2.3 Soldier Details

Soldier Details, located in the third panel, includes information about the specific Soldier you selected, including contact history, personnel data, and other data available within RMS.

The Soldier Details panel contains the following tabs:

| Tab                       | Function  |
|---------------------------|---|
| <b>Create Case</b>        | Add different case types to a Soldier's file.   |
| <b>Documents</b>          | Includes all uploaded documents associated with the Soldier. (See <a href="#">Documents</a> on page 38 for more information.) |
| <b>Personnel</b>          | Displays basic personnel information for the Soldier, such as AFQT Score, Date of Commission, Duty Position Qualified, etc.   |
| <b>Demographics</b>       | Displays demographic information on the Soldier, such as Age, Gender, and Marital Status.                                     |
| <b>Current Assignment</b> | Displays information on the Soldier's current assignment such as Line, Paragraph, and Position Title.                         |
| <b>Active Duty Tours</b>  | Displays a summary of the Soldier's ARNG Active Duty Tours.   |
| <b>ATRRS History</b>      | Displays information about the Soldier's Army Training Requirements and Resources   |

### 3 Retention Management Software Overview

| Tab                            | Function   |
|--------------------------------|--|
|                                | System (ATRRS) Reservation History (Class Number, Course Number, Completion Status, and Start and End Dates).  |
| <b>Medical Status</b>          | Displays information on the medical status of the Soldier, including deployment limitations and other attributes of medical readiness.                           |
| <b>SFPA</b>                    | Displays the most recent status of each Suspension of Favorable Personnel Actions (SFPA) flag associated with a Soldier and tracked by his or her current state. |
| <b>Line Scores</b>             | Displays the line scores for the Soldier which are derived from individual ASVAB subtest scores.   |
| <b>Reenlist/Ext Activity</b>   | Displays information on any recent reenlistment or extension activities, if applicable.  |
| <b>Drill Attendance (U)</b>    | Displays information on any Drill Attendance codes of "U" (Unsatisfactory Attendance).   |
| <b>SIB Transactions</b>        | Displays information on any IPPS-A transactions submitted for the Soldier, if applicable.  |
| <b>Additional Contact Info</b> | Allows you to view existing contact information and edit or add information.   |
| <b>Contact History</b>         | Tracks all contact made with the Soldier. (See <a href="#">Viewing and Adding Contact History</a> below for more information.)                                   |

#### 3.2.3.1 Viewing and Adding Contact History

The third panel *Contact History* tab displays a record of all of the instances of contact with the Soldier.

1. Click **Contact History**.

► The *Contact History* tab opens.

The screenshot shows the 'Contact History' interface. At the top, there is a search bar and a toolbar with icons for refresh, print, and other actions. Below the search bar is a table with the following columns: Contact Date, Module, Contact Type, Comment, and Response. The table contains five entries:

| Contact Date | Module        | Contact Type   | Comment          | Response         |
|--------------|---------------|----------------|------------------|------------------|
| 20220704     | AWOL Recovery | Email          | TEST Comment     | TEST Response    |
| 20220608     | AWOL Recovery | Email          | test             |                  |
| 20220704     | AWOL Recovery | Phone          | TEST Comment     | TEST Response    |
| 20220801     | AWOL Recovery | Social Media   | TEST 200 Comment | Test500 Response |
| 20220802     | AWOL Recovery | Certified Mail | TEST 88          | TEST 88          |

Below the table, it says 'Showing 1 to 5 of 5 entries'. Underneath is a form titled 'Add Contact History' with the following fields:

- Contact Date \* (text input)
- Module \* (dropdown menu)
- Contact Type \* (dropdown menu)
- Response (text input)
- Comment \* (text input)

At the bottom right of the form are two buttons: '+ ADD' and 'CANCEL'.

2. To add a new contact record, fill in the fields and drop-down lists.

3. Click **+ADD**.

- ▶ The contact is added to the *Contact History* tab.

### 3.2.4 Case Details

The fourth panel, *Case Details*, contains all information pertaining to a Soldier's selected Case.

The tabs below can be found in the fourth panel in different stages of the AWOL Recovery process.

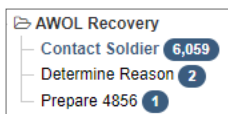
| Tab                 | Function  |
|---------------------|---|
| <b>Case</b>         | Displays detailed information on the case and allows permission based actions to be taken.  |
| <b>Documents</b>    | Displays information on the documents already uploaded for the case and allows users to upload additional documents relating to the case. See <a href="#">Documents</a> on page 38. |
| <b>References</b>   | Display links to reference document that may aid in processing the cases.   |
| <b>Case History</b> | Displays information on the history of actions taken on the case. See <a href="#">Case History</a> on page 39.  |

# 4 AWOL Recovery

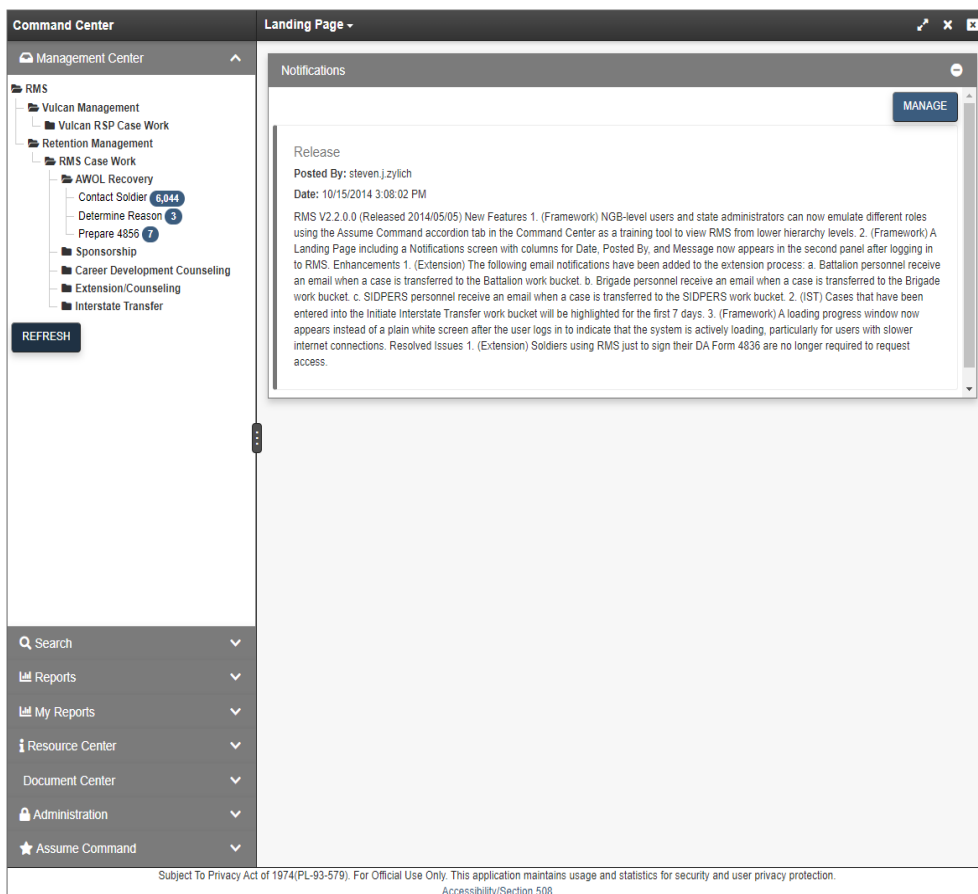
The RMS AWOL module assists users in identifying Soldiers who have missed a scheduled drill in order to contact the Soldier in question, determine why the Soldier has missed at least one drill, and provide counseling to get the Soldier out of an AWOL status.

## 4.1 Initiating the AWOL Recovery Process

1. Within the *Command Center*, open the *Management Center* tab and expand the **AWOL Recovery** menu.



2. Click the **Contact Soldier** work bucket to display its Soldier Roster in the second panel.



3. Select a case from the Soldier Roster.

## 4 AWOL Recovery

- ▶ Soldier Details open in the third panel. Case Details open in the fourth panel.

The screenshot shows two side-by-side panels. The left panel, titled 'BRESLOW YESMANY', contains sections for 'Soldier Summary', 'Case Admin Atlas', 'Create Case', 'RMS Cases', and 'Vulcan Cases'. The right panel, titled 'BRESLOW YESMANY (2701863)', contains sections for 'Case Summary', 'TAPDB Contact Information', and 'Soldier Contact Information'. The 'TAPDB Contact Information' section displays a table with columns for Home Address, Home City, Home State, Home Zip Code, Home Phone, AKO E-Mail Address, and Email.

| Home Address   | Home City | Home State | Home Zip Code | Home Phone | AKO E-Mail Address          | Email |
|----------------|-----------|------------|---------------|------------|-----------------------------|-------|
| 163 Route 37 W | CONCORD   | NH         | 03301         |            | BRESLOW.YESMANY@US.ARMY.MIL |       |
| 163 Route 37 W | CONCORD   | NH         | 03301         |            | BRESLOW.YESMANY@US.ARMY.MIL |       |
| 163 Route 37 W | CONCORD   | NH         | 03301         | 6246-306   | BRESLOW.YESMANY@US.ARMY.MIL |       |
| 163 Route 37 W | CONCORD   | NH         | 03301         | 6246-306   | BRESLOW.YESMANY@US.ARMY.MIL |       |
| 163 Route 37 W | CONCORD   | NH         | 03301         | 6246-306   | BRESLOW.YESMANY@US.ARMY.MIL |       |
| 163 Route 37 W | CONCORD   | NH         | 03301         | 1950-306   | BRESLOW.YESMANY@US.ARMY.MIL |       |
| 163 Route 37 W | CONCORD   | NH         | 03301         | 1950-306   | BRESLOW.YESMANY@US.ARMY.MIL |       |
| 163 Route 37 W | CONCORD   | NH         | 03301         | 1950-306   | BRESLOW.YESMANY@US.ARMY.MIL |       |

- The *Soldier Contact Information* section displays and maintains any additional contact information for the Soldier.

The screenshot shows the 'Soldier Contact Information' form. It includes a table of contact information and a form for adding or editing a contact entry. The table has columns for Primary, Label, Address, City, State, Zip, Home Phone, Cell Phone, and Email. The form below the table includes fields for Label, Address, City, State, Zip, Home, Cell, Email, and Alt Email, along with buttons for 'Add New Contact Information', 'Delete', 'Save', 'Edit', and 'Cancel'.

| Primary                             | Label | Address        | City    | State | Zip       | Home Phone | Cell Phone | Email         |
|-------------------------------------|-------|----------------|---------|-------|-----------|------------|------------|---------------|
| <input type="checkbox"/>            | TAPDB | 74 Kurtz Rd    | HOLLAND | MI    | 49424     | 7921234569 |            | TEST@TEST.c0m |
| <input type="checkbox"/>            | 1     | 1234 Vienne RD | Fairfax | VA    | 85212     | 7031237899 | 7031239696 | 2@2.com       |
| <input type="checkbox"/>            | 2     | 2              | 2       | md    | 12345     | 1234567899 | 9874561233 | 100@100.c0m   |
| <input checked="" type="checkbox"/> | 4     | Gallows RD     | Vienna  | VA    | 789456123 | 7031234567 | 7031234567 | test@test.com |

Is Primary:

Label: TAPDB

Address: 74 Kurtz Rd

City: HOLLAND

State: MI

Zip: 49424

Home: 7921234569

Cell:

Email: TEST@TEST.c0m


Alt Email: TEST400@TEST400.c0m

Buttons: Add New Contact Information, Delete, Save, Edit, Cancel

- ▶ You can add, edit, or delete contact information in this section. Remember to click **Save** when finished.

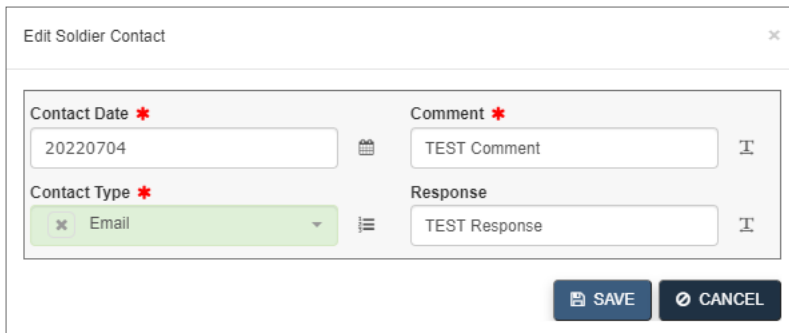


## 4 AWOL Recovery

- To edit information in the *Soldier Contact* section, click the **Edit**  icon to the left of an entry in the table.



- The *Edit Soldier Contact* window opens.



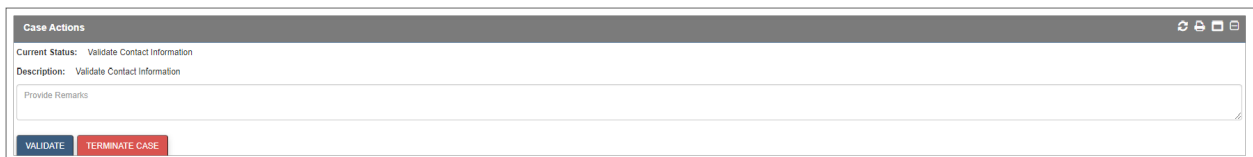
The screenshot shows a window titled "Edit Soldier Contact" with a close button (X) in the top right corner. The form contains the following fields:

- Contact Date \***: A text input field containing "20220704" and a calendar icon.
- Comment \***: A text input field containing "TEST Comment" and a text icon.
- Contact Type \***: A dropdown menu with "Email" selected and a list icon.
- Response**: A text input field containing "TEST Response" and a text icon.

At the bottom of the form are two buttons: **SAVE** and **CANCEL**.

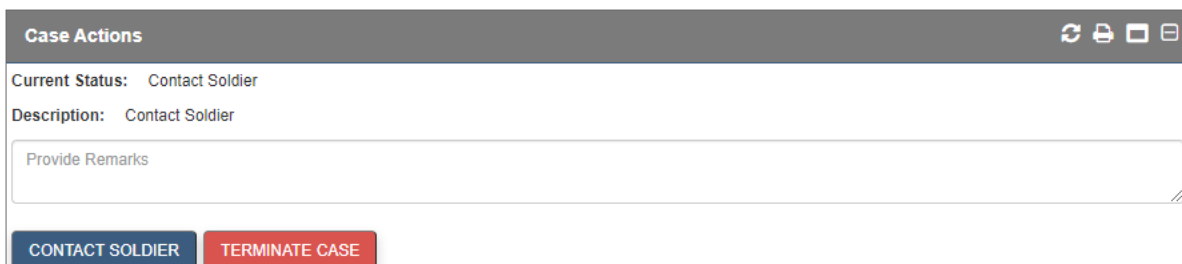
- ▶ Make the necessary changes and click **SAVE**.


- Click **VALIDATE** in the *Case Actions* section after you have verified the accuracy of the information.



- ▶ A confirmation window opens. Click **YES**.

- The **VALIDATE** button is replaced by the **CONTACT SOLDIER** button.



 After validating the Soldier's information, you are able to terminate the case on any screen by clicking the **Terminate Case** button.

**Note** - You can proceed to the next step in the process without validating the Soldier's contact information, but you cannot complete the Soldier's case until this information has been validated.

- Click the

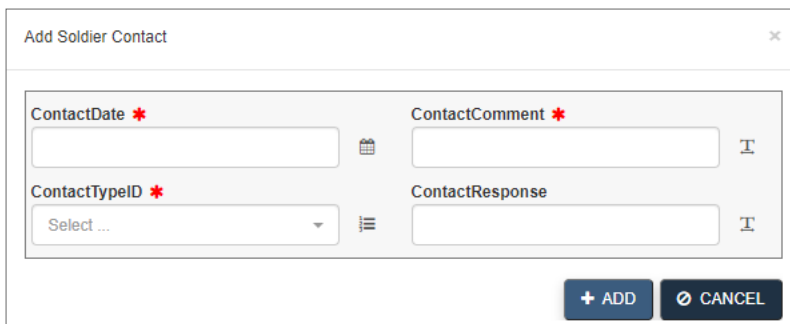
## 4 AWOL Recovery

 icon in the upper right of the *Soldier Contact* section to add a new soldier contact.



The screenshot shows the top of the 'Soldier Contact' section. It has a dark header with a hamburger menu icon, the text 'Soldier Contact', and icons for refresh, print, and close. Below the header, a message reads: 'No sponsorship contact information found. To add a new record click on the '+' icon above.'

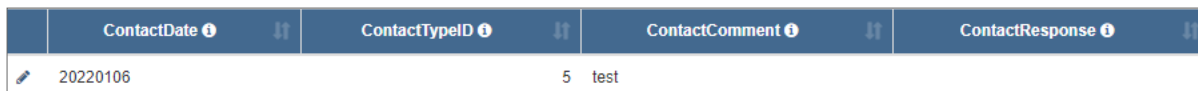
10. Enter a *Contact Date*, *Type*, and a *Comment* about the Soldier being contacted in the provided fields.



The screenshot shows a modal window titled 'Add Soldier Contact'. It contains four input fields: 'ContactDate' (with a calendar icon), 'ContactComment' (with a text icon), 'ContactTypeID' (a dropdown menu), and 'ContactResponse' (with a text icon). At the bottom are '+ ADD' and 'CANCEL' buttons.

11. Click **+ADD**.

► The information entered appears in the *Soldier Contact* table.



| ContactDate | ContactTypeID | ContactComment | ContactResponse |
|-------------|---------------|----------------|-----------------|
| 20220106    | 5             | test           |                 |

12. Enter any remarks and click **CONTACT SOLDIER** in the *Case Actions* section.

► A confirmation window opens. Click **YES**.

13. The *AWOL Reasons* section appears.

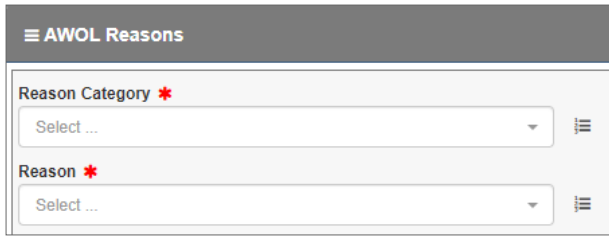


The screenshot shows the 'AWOL Reasons' form. It has two dropdown menus: 'Reason Category' and 'Reason'. It also has two text input fields: 'ReasonComment' and 'First Unsat Date' (which contains the value '20110305'). At the bottom are 'SAVE' and 'CANCEL' buttons.

### 4.1.1 Completing an AWOL Recovery Case

1. From the *AWOL Reasons* page in the fourth panel, choose a *Reason Category* and related *Reason* from the available drop-down menus.

## 4 AWOL Recovery

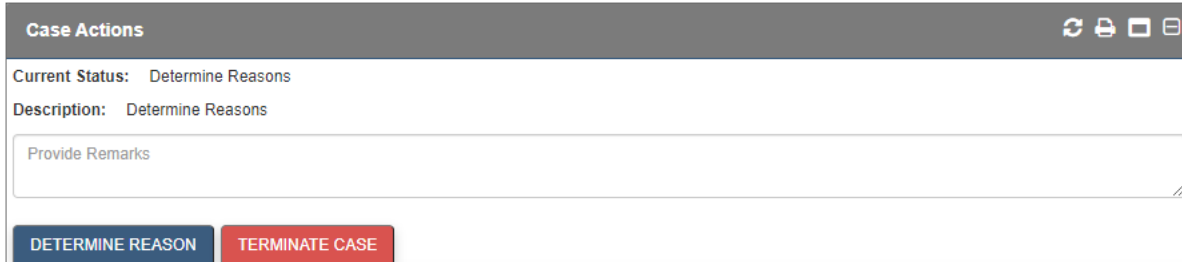


AWOL Reasons

Reason Category \*  
Select ...

Reason \*  
Select ...

2. Optionally, add a comment in the *Reason Comment* field and click **SAVE**.
3. Click **DETERMINE REASON** in the *Case Actions* section.



Case Actions

Current Status: Determine Reasons

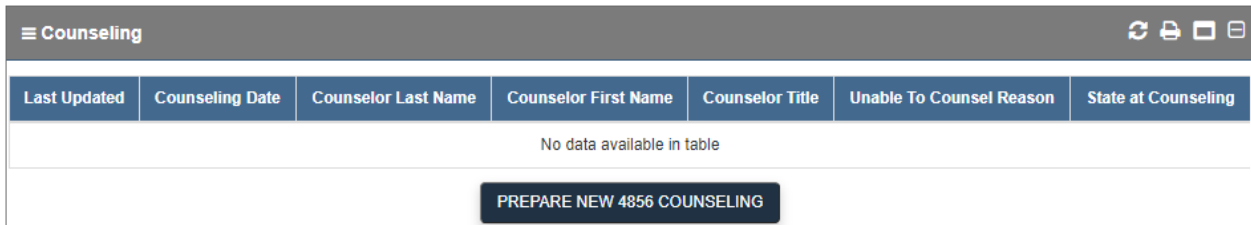
Description: Determine Reasons

Provide Remarks

DETERMINE REASON TERMINATE CASE

▶ A confirmation window opens. Click **YES**. The *Counseling* section appears.

4. Click **PREPARE NEW 4856 COUNSELING**.



Counseling

| Last Updated               | Counseling Date | Counselor Last Name | Counselor First Name | Counselor Title | Unable To Counsel Reason | State at Counseling |
|----------------------------|-----------------|---------------------|----------------------|-----------------|--------------------------|---------------------|
| No data available in table |                 |                     |                      |                 |                          |                     |

PREPARE NEW 4856 COUNSELING

5. The *Counseling* screen appears.

## 4 AWOL Recovery

The screenshot shows a web browser window titled "Counseling" with a close button (x) in the top right corner. The form contains the following fields and sections:

- Prepare 4856
- Name (Last, First, Middle): BRESLOW YESMANY
- Social Security Number: 124972722
- Date of Counseling: 01/06/2022 (with a calendar icon)
- Organization: (text input field)
- Counselor Last Name: (text input field)
- Counselor First Name: (text input field)
- Counselor Middle Name: (text input field)
- Counselor Title: (dropdown menu)
- Purpose of Counseling: (text area)
- Point of Discussion: (text area)
- Plan of Action: (text area)
- Session Closing: (text area)

6. Fill out the required information for the Soldier to be counseled.
  - Note** - Scroll down to view all available fields.
7. Click **SAVE** at any point to save your progress.
8. Click **PRINT PDF** in order to view the input information within the DA Form 4856.
  - ▶ DA Form 4856 opens in a new window.
9. Review the form for accuracy.
10. In the *Session Closing* section, select the **I agree** or **disagree with the information above** check box for the individual counseled.

## 4 AWOL Recovery

**Session Closing:** *(The leader summarizes the key points of the session and checks if the subordinate understands the plan of action. The subordinate agrees/disagrees and provides remarks if appropriate.)*

Individual counseled:  I agree  disagree with the information above.  
Individual counseled remarks:

Select one of the options.

Signature of Individual Counseled: \_\_\_\_\_ Date: 20220119

**Leader Responsibilities:** *(Leader's responsibilities in implementing the plan of action.)*

Signature of Counselor: \_\_\_\_\_ Date: 20220119

11. Obtain the signature of the individual counseled in the available field.



Click the signature field to enter a CAC-authenticated digital signature.

12. Click the **Signature of Counselor** field to sign the form digitally.

13. Save a copy of DA Form 4856 for your records and to give to the counseled Soldier.

14. Click **COMPLETE 4856** in the *Case Actions* section in order to close the Soldier's case.

**Case Actions** 🔄 🖨️ 🗑️ 📄

Current Status: Prepare 4856  
Description: Prepare 4856

Provide Remarks

**COMPLETE 4856** **TERMINATE CASE**

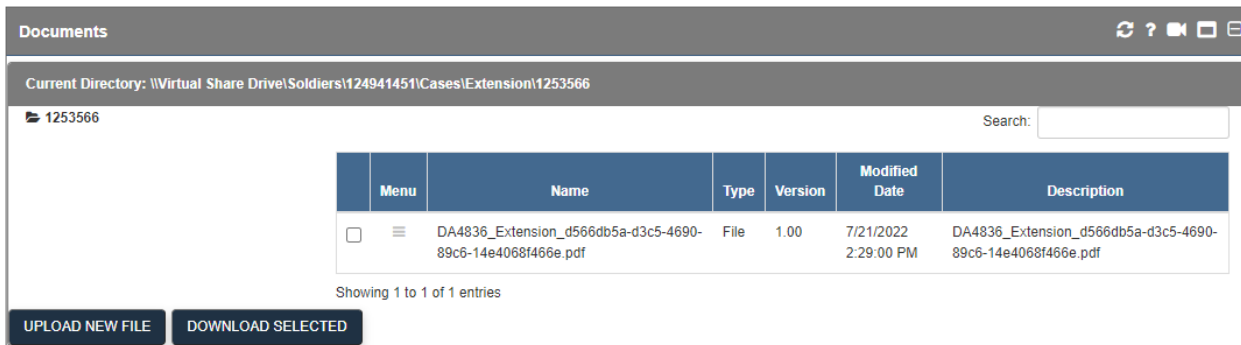
► The case is completed and the *Case* tab is read only.

# 5 Additional Actions

By default, the fourth panel opens with the *Case* tab selected. The *Documents*, *References*, and *Case History* tabs can also be viewed within this panel.

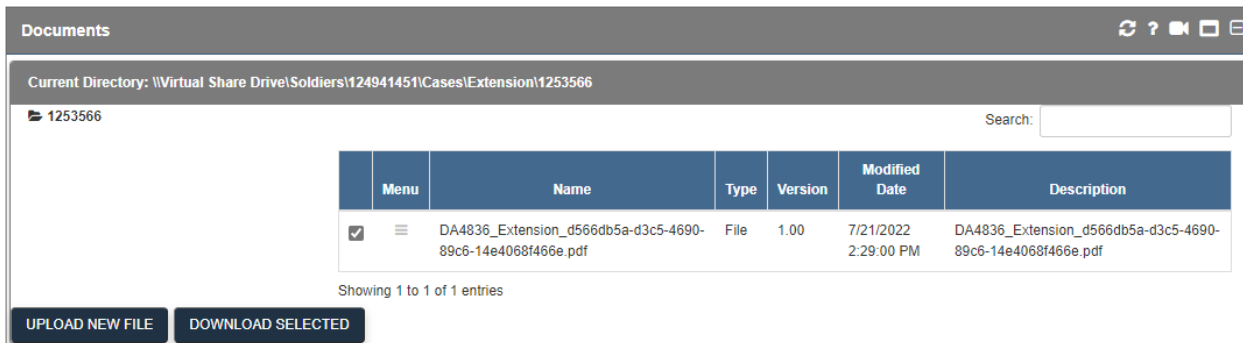
## 5.1 Documents

The *Documents* tab allows you to filter, download, and upload files pertaining to the selected Soldier.



### 5.1.1 Download a File

1. From the *Documents* tab, check the check box(es) of the file(s) that you want to download.



**Note** - If more than one file is selected, the files are downloaded as a zip file.

2. Click **DOWNLOAD SELECTED** at the bottom of the screen. The file(s) are downloaded.

## 5.1.2 Upload a File

1. Click **UPLOAD NEW FILE**.

▶ The *Upload New File* dialog box opens.

2. Click **Choose Files**.
3. Navigate to the file, and click **Open**.

▶ The *File* field is populated with the name of the file.

**Note** - You can upload multiple files at a time by simply selecting more than one file before clicking **Open**.

4. Click **UPLOAD**.

▶ The file is uploaded.

**Note** - Any documents uploaded in the 4th panel will be available in the *Documents* tab in Panel 3 where all documents uploaded to the Soldier's case are consolidated.

## 5.2 References

Click the **References** tab in the *Case Management* (fourth) panel.

The *References* tab opens, displaying links to Army Regulation documents relevant to RMS AWOL cases.

## 5.3 Case History

1. In the *Case Details* (fourth) panel, click the **Case History** tab.

## 5 Additional Actions

- ▶ The *Case History* tab opens, displaying information about previous actions completed for the Soldier.

| Case History |           |            |                                |                 |                   |         |
|--------------|-----------|------------|--------------------------------|-----------------|-------------------|---------|
|              | Case Code | Date       | Comments                       | User            | Case Status       | Case ID |
| CONTACT      | AWOL      | 03-19-2015 | New Case created               | System          | Contact Soldier   | 2699276 |
| CONTACT      | AWOL      | 05-29-2015 | Auto Remarks: Contact Soldier  | steven.j.zylich | Determine Reasons | 2699276 |
| CONTACT      | AWOL      | 06-08-2015 | Auto Remarks: Determine Reason | steven.j.zylich | Complete 4856     | 2699276 |

Showing 1 to 3 of 3 entries



# 6 Contacting the Help Desk

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You can contact the Help Desk in one of two ways:

1. Call 1-855-249-9311.
2. Email <mailto:ng.ncr.arng.mbx.rcms-g@mail.mil>

When contacting the Help Desk, please include the name of the module and a brief description of what you were doing before receiving an error message within the module.

# 7 Glossary of Icons

These are all of the icons encountered throughout the RMS AWOL product.

| Case Management Icons   | Function   |
|---|--|
|    | Refresh  |
|    | Show/hide the filter fields above the columns              |
|    | Print  |
|    | Export to CSV  |
|    | Export to Excel  |
|    | Closes the current panel                                   |
|    | Closes all tabs currently open for just the selected panel |
|    | Toggle section   |
|  | Toggle full screen   |
|  | Maximize section   |
|  | Displays the look up values for a particular field         |
|  | Show DEI   |
|  | Help   |
|  | Video  |

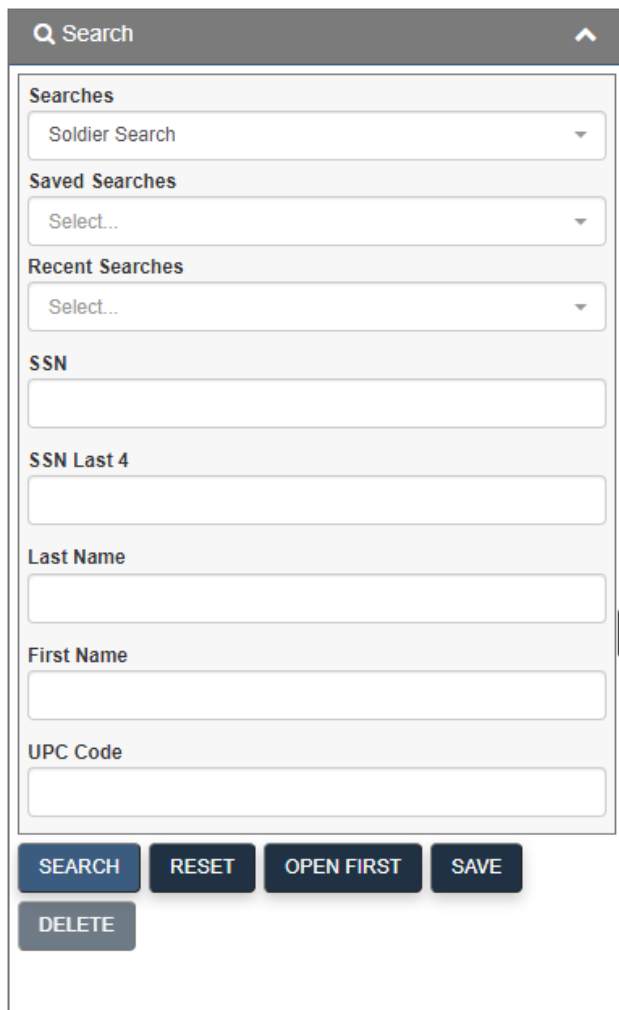
# 8 Additional Tools

Additional Tools explains additional functionality included within RMS, including the *Search* and *Reports* sections.

## 8.1 Search

You can search for Soldiers within the module by selecting the *Search* tab from the *Command Center*, and then choosing the appropriate *Search Type*. (See [Soldier Roster Tools](#) on page 28 for more information about options in the search results panel.)

### 8.1.1 Soldier Search



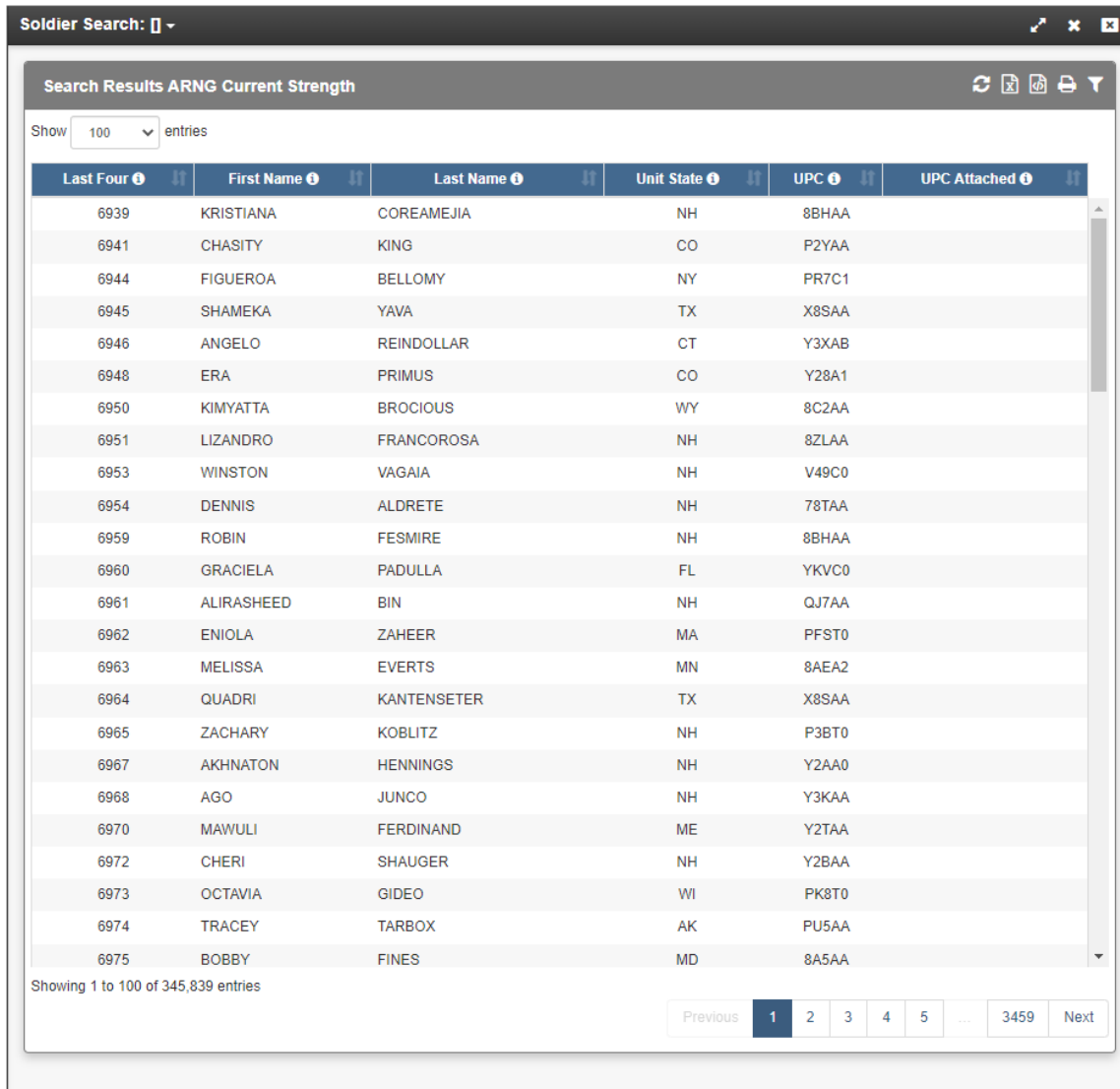
The screenshot displays the 'Search' interface for finding soldiers. It features a search bar at the top with a magnifying glass icon and an upward arrow. Below the search bar are several sections: 'Searches' with a dropdown menu currently set to 'Soldier Search'; 'Saved Searches' with a 'Select...' dropdown; and 'Recent Searches' with another 'Select...' dropdown. The main search criteria section includes input fields for 'SSN', 'SSN Last 4', 'Last Name', 'First Name', and 'UPC Code'. At the bottom of the form are five buttons: 'SEARCH', 'RESET', 'OPEN FIRST', 'SAVE', and 'DELETE'.

1. Enter information into any of the available fields—*SSN*, *SSN Last 4*, *Last Name*, *First Name*, or *UPC Code*.

## 8 Additional Tools

2. Click **SEARCH**.

► The second panel displays a list of Soldiers matching your search criteria.



The screenshot shows a web application window titled "Soldier Search: [ ]". The main content area is titled "Search Results ARNG Current Strength". It features a search bar at the top left with a dropdown menu set to "100" entries. Below the search bar is a table with the following columns: "Last Four", "First Name", "Last Name", "Unit State", "UPC", and "UPC Attached". The table contains 27 rows of data, each representing a soldier's record. At the bottom of the table, it says "Showing 1 to 100 of 345,839 entries". To the right of this text is a pagination control with buttons for "Previous", "1", "2", "3", "4", "5", "...", "3459", and "Next".

| Last Four | First Name | Last Name   | Unit State | UPC   | UPC Attached |
|-----------|------------|-------------|------------|-------|--------------|
| 6939      | KRISTIANA  | COREAMEJIA  | NH         | 8BHAA |              |
| 6941      | CHASITY    | KING        | CO         | P2YAA |              |
| 6944      | FIGUEROA   | BELLOMY     | NY         | PR7C1 |              |
| 6945      | SHAMEKA    | YAVA        | TX         | X8SAA |              |
| 6946      | ANGELO     | REINDOLLAR  | CT         | Y3XAB |              |
| 6948      | ERA        | PRIMUS      | CO         | Y28A1 |              |
| 6950      | KIMYATTA   | BROCIOUS    | WY         | 8C2AA |              |
| 6951      | LIZANDRO   | FRANCOROSA  | NH         | 8ZLAA |              |
| 6953      | WINSTON    | VAGAIA      | NH         | V49C0 |              |
| 6954      | DENNIS     | ALDRETE     | NH         | 78TAA |              |
| 6959      | ROBIN      | FESMIRE     | NH         | 8BHAA |              |
| 6960      | GRACIELA   | PADULLA     | FL         | YKVC0 |              |
| 6961      | ALIRASHEED | BIN         | NH         | QJ7AA |              |
| 6962      | ENIOLA     | ZAHEER      | MA         | PFST0 |              |
| 6963      | MELISSA    | EVERTS      | MN         | 8AEA2 |              |
| 6964      | QUADRI     | KANTENSETER | TX         | X8SAA |              |
| 6965      | ZACHARY    | KOBLITZ     | NH         | P3BT0 |              |
| 6967      | AKHNATON   | HENNINGS    | NH         | Y2AA0 |              |
| 6968      | AGO        | JUNCO       | NH         | Y3KAA |              |
| 6970      | MAWULI     | FERDINAND   | ME         | Y2TAA |              |
| 6972      | CHERI      | SHAUGER     | NH         | Y2BAA |              |
| 6973      | OCTAVIA    | GIDEO       | WI         | PK8T0 |              |
| 6974      | TRACEY     | TARBOX      | AK         | PU5AA |              |
| 6975      | BOBBY      | FINES       | MD         | 8A5AA |              |

3. Click a Soldier's name to view more information about the Soldier.

## 8 Additional Tools

- The third panel opens.

The screenshot shows a web application interface for a soldier named COREAMEJIA KRISTIANA. The top panel, titled 'Soldier Summary', displays the following information:

|                                      |                               |
|--------------------------------------|-------------------------------|
| Soldier Name<br>COREAMEJIA KRISTIANA | Grade<br>O5                   |
| Date of Commission<br>19891014       | Rank<br>LTC                   |
| ETS Date                             | Unit Processing Code<br>8BHAA |
| Reserve Component Category<br>MIL    | UPC Attached                  |

Below the summary are several tabs: 'Create Case', 'Documents', 'Personnel', 'Demographics', 'Current Assignment', 'Active Duty Tours', and 'ATRRS History'. The 'Create Case' tab is active, showing a search bar with 'ALL' selected and an 'ADD CASE' button. Below the search bar is a table of cases:

| Case Type          | Case Number | Status                       | Previous Status      | Date Created | Created By |
|--------------------|-------------|------------------------------|----------------------|--------------|------------|
| Extension          | 2805900     | In Progress                  | Case Started         | 02/25/2022   | Alec.horn  |
| Extension          | 2805913     | In Progress                  | Case Started         | 03/08/2022   | alec.horn  |
| IST                | 2805844     | Initiate Interstate Transfer | Case Started         | 12/22/2021   | alec.horn  |
| IST                | 2805848     | Initiate Interstate Transfer | Case Started         | 01/04/2022   | alec.horn  |
| Sponsorship        | 2805915     | Manage Sponsor Contact       | Initiate Sponsorship | 03/08/2022   | alec.horn  |
| Transition Service | 2650983     | Terminated                   | Financial Counseling | 09/11/2014   |            |
| Transition Service | 2805886     | Initial Phase                | Case Started         | 01/12/2022   | alec.horn  |
| Transition Service | 2805916     | Initial Phase                | Case Started         | 03/08/2022   | alec.horn  |

Showing 1 to 8 of 8 entries

Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection.  
Accessibility/Section 508

**Note** - Some tabs may be hidden when the panel opens. Click the arrow icon to view them.

## 8.1.2 Save a Search

1. Click **SAVE** after entering search parameters to save a search for later use.

The screenshot shows a 'Save Search' dialog box with the following elements:

- Search Name:** A text input field.
- Scope:** A dropdown menu with 'Private' selected.
- Save Type:** Two radio buttons: 'New Save' (selected) and 'Overwrite Existing'.
- Buttons:** 'CONFIRM' and 'CANCEL' buttons at the bottom right.

2. Enter a name for the search.
3. Choose the *Scope* for the search, either Private or Public.
4. Choose to overwrite an existing save, or save the search as something entirely new.
5. Click **CONFIRM**.
  - ▶ The search is saved and can be used again by clicking the *Saved Searches* drop-down menu.

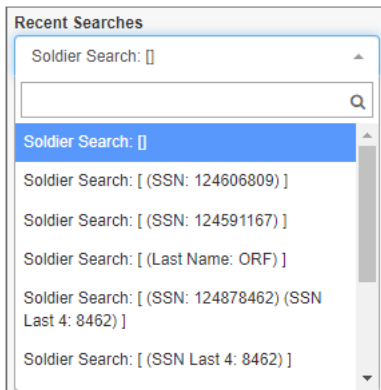
## 8.1.3 View Saved Searches

From the *Saved Searches* drop-down menu, you can choose to view the criteria for any previously saved search.

The screenshot shows a 'Saved Searches' drop-down menu with a 'Select...' option.

## 8.1.4 Recent Searches

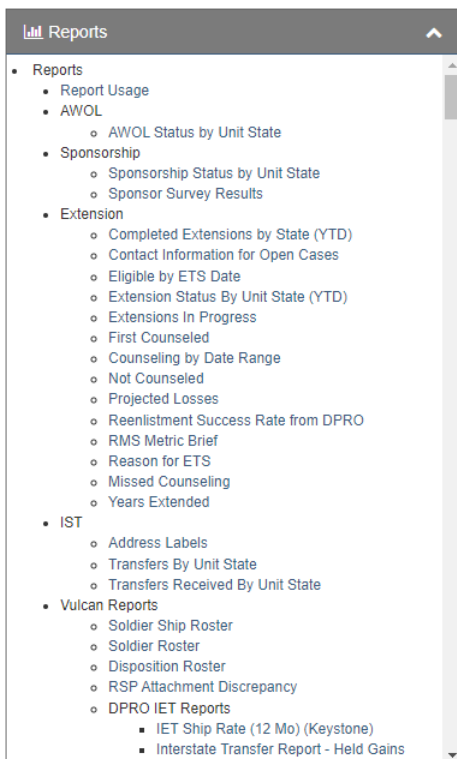
From the *Recent Searches* drop-down menu, you can view the search criteria from your recent searches.



## 8.2 Reports

Reports are a central tool in RMS AWOL. They display data in a tabular format and provide many options for customization. In general, reports allow you to view information tailored to your needs at the scope that makes sense for your subject of interest. They provide a user-friendly way to access detailed information on nearly any data used in RMS AWOL.

You can view reports within the module by selecting the *Reports* tab from the Command Center, and then choosing the appropriate folder.



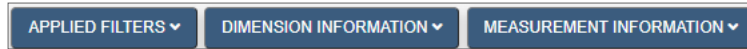
## 8 Additional Tools

This section of the user guide explains how to navigate and work within a report. The functions described here are available for all reports, regardless of how they were generated.



## 8.2.1 The Reports Screen

At the top of every report screen you can find the **APPLIED FILTERS**, **DIMENSION INFORMATION**, and **MEASUREMENT INFORMATION** buttons. These give information about the report and options for modifying it. The report itself occupies the remainder of the screen.



## 8.2.2 Data Marts

Reports can run directly against a data mart or can link directly to a data mart. All reports either represent a portion or portions of data mart data. A data mart is a central source for data pertaining to a certain focus. Each data mart defines the dimensions and measurements available to you as well as the roll-up definitions (table joins) that derive the information. Data marts pull their data from select source tables, which define how a user or report queries against them.

## 8.2.3 Report Information

The section at the top-left side of Panel 2 contains the title of the report and a short description of the information contained therein. The *MEASUREMENT INFORMATION* section describes the numeric values being presented (e.g., Assigned Strength), usually as columns in the report. The *DIMENSION INFORMATION* section identifies the other field elements being displayed in the report, often grouped as row values (e.g., Unit State) and/or filters (e.g., Run Date).



See [Measurements](#) below or [Dimensions](#) below for more information.

### 8.2.3.1 Measurements

Measurements are fields that represent a numeric count (e.g., a sum total) or mathematical function (e.g., an average value or the percentage of a population) of something being analyzed. They are typically derived from information stored as binary (yes/no) values in the Data Store at the individual record level-of-detail.

Examples of data stored as measurements include total assigned strength, total gains over a given period of time, MOS-qualified personnel, average age, and an organization's loss rate.

### 8.2.3.2 Dimensions


Dimensions are fields with values that are typically grouped to form a basis of comparison (e.g., male vs. female), or are used to filter or parse data (e.g., unit state = Virginia). Since they are not typically represented with binary "Yes/No" values, dimensions cannot be directly summed; rather, they are used in combination with various measurements (e.g., total missions, etc.) to produce your result matrix. For example, consider "gains" (measurement) by "unit state," or "assigned strength" (measurement) by "gender" (dimension). Dimension values are typically represented as rows in a given report, although they can also appear as columns in a cross-tab report.

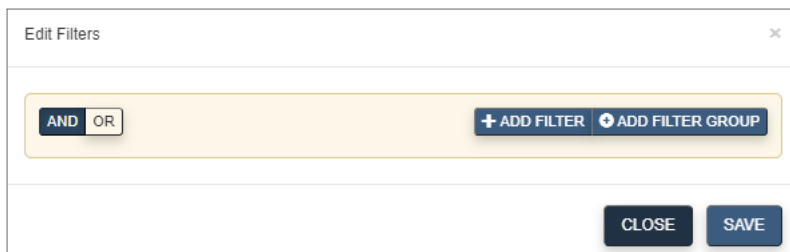
## 8.2.4 Applied Filters

The **APPLIED FILTERS** button displays the current filter on the report, if applicable. Any additional filters you apply appear when you click it, as do any drill-down criteria you add.



### 8.2.4.1 Editing a Filter

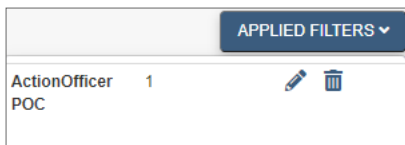
1. Click the **Edit Filters** button  to change the parameters of one of the filters.
  - ▶ The *Edit Filter* screen appears. Click **ADD FILTER**. A drop-down menu appears.



2. To update the filter, select an operator from the drop-down list.
3. Next, select the value upon which to filter the report.
4. Click **SAVE** to confirm your selections.
  - ▶ The updated report appears.

### 8.2.4.2 Deleting a Filter

1. Click the **Delete Filter** icon  under *APPLIED FILTERS*. Click **DELETE** the confirmation window.



Click **DELETE** next to the selected filter.

- ▶ The updated report appears.

**Note** - This option is not available for the *Run Date* filter, which must appear on all reports.

## 8.2.5 Report Tools

















Report tools are displayed at the top of the panel beneath the report information buttons. They include various options for editing, saving, and viewing a report.



## 8 Additional Tools

The following table explains each of the icons that can be found in the *Reports* blade. Icons with complex functions are explained in greater depth in their own section of the user guide.

**Note** - Available icons may vary among products.

| Button  | Result  |
|---|---|
|    | A <i>Save Report</i> dialogue screen appears.   |
|    | The report is emailed to the email account associated with your profile.  |
|    | A pop-up window appears with options for subscribing to the report.   |
|    | A pop-up window appears with basic options for editing an aggregate report.   |
|    | A pop-up window appears with in-depth options for editing an aggregate report.  |
|    | The base report appears.  |
|    | A collection of dashboards appear, displaying the information from your report.   |
|    | A pop-up window appears with instructions for exporting the report data to a Microsoft Excel spreadsheet.   |
|   | A pop-up window appears with instructions for exporting the aggregate and base reports as separate tabs in a Microsoft Excel spreadsheet.           |
|  | View advanced options for sorting the report.   |
|  | A pop-up window appears with instructions for exporting the report data to a Microsoft Excel Comma Separated Values File.                           |
|  | The <i>Report Builder</i> screen appears. It allows you to select specific measurements, dimensions, and filters to include within the base report. |
|  | Print the report.   |
|  | A pop-up window appears with <i>Dimensions</i> and <i>Measurements</i> panels explaining the data in your report.                                   |
|  | A pop-up window appears displaying the SQL code.  |
|  | A pop-up window appears displaying Xml code.  |

### 8.2.5.1 Report Builder

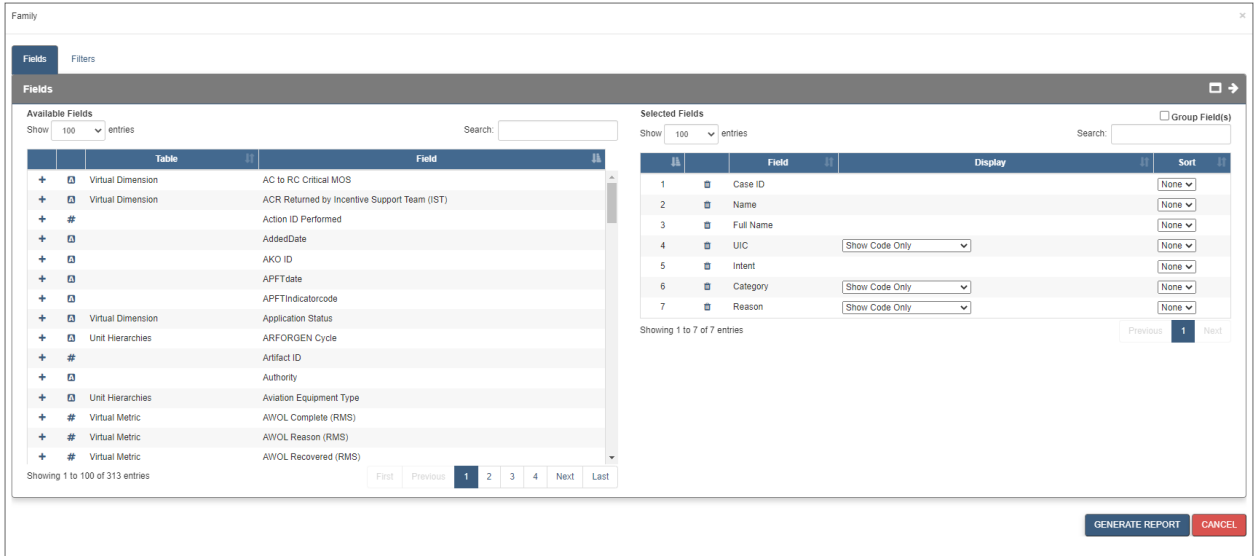
The *Report Builder* tool allows you to modify base reports (see [Aggregate and Base Reports](#) on page 57) with customized dimensions, measurements, and filters.

**Note** - In RMS AWOL, filters determine what data you see and how it is configured in any given report, dashboard, or view.

## Building a Report with Report Builder

1. From within a base report, click the **Edit Base Report** button .

► The *Report Builder* appears.




The screenshot shows the 'Family' report builder interface. It features two main panels: 'Available Fields' and 'Selected Fields'. The 'Available Fields' panel contains a table with columns for 'Table' and 'Field'. The 'Selected Fields' panel contains a table with columns for 'Field', 'Display', and 'Sort'. The 'Selected Fields' panel also includes a 'Group Field(s)' checkbox and a 'Showing 1 to 7 of 7 entries' indicator. At the bottom right, there are 'GENERATE REPORT' and 'CANCEL' buttons.

| Table             | Field  |
|-------------------|--|
| Virtual Dimension | AC to RC Critical MOS                        |
| Virtual Dimension | ACR Returned by Incentive Support Team (IST) |
| #                 | Action ID Performed                          |
|                   | AddedDate                                    |
|                   | AKO ID                                       |
|                   | APFTdate                                     |
|                   | APFTIndicatorcode                            |
| Virtual Dimension | Application Status                           |
| Unit Hierarchies  | ARFORGEN Cycle                               |
| #                 | Artifact ID                                  |
|                   | Authority                                    |
| Unit Hierarchies  | Aviation Equipment Type                      |
| #                 | AWOL Complete (RMS)                          |
| #                 | AWOL Reason (RMS)                            |
| #                 | AWOL Recovered (RMS)                         |

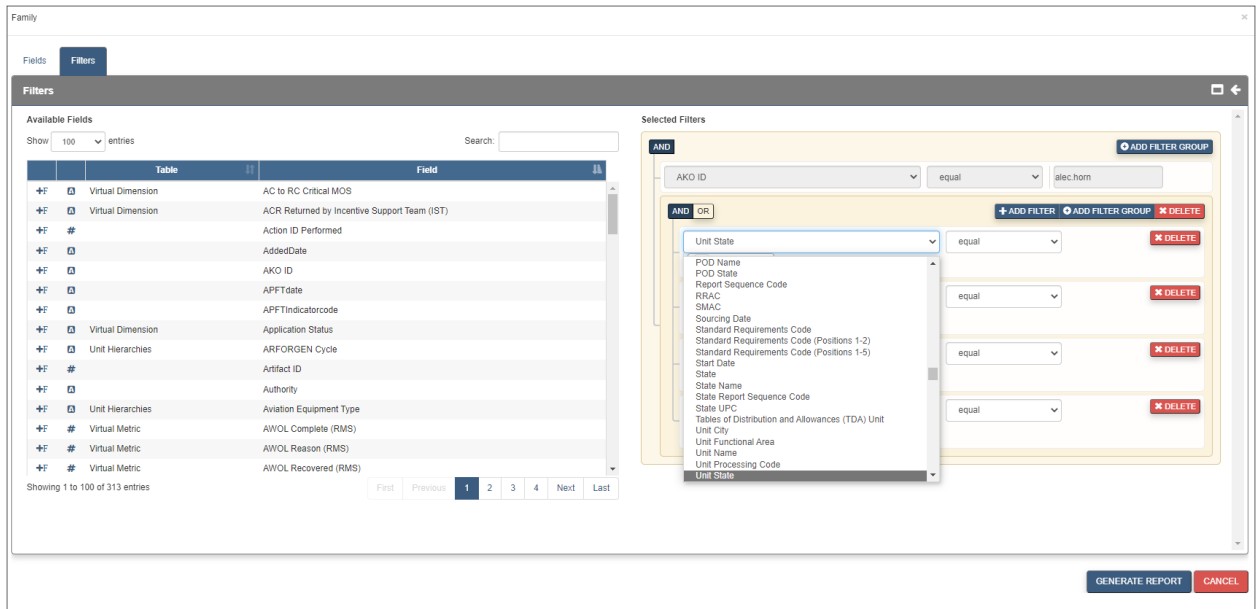
| Field | Display   | Sort |
|-------|-----------|------|
| 1     | Case ID   | None |
| 2     | Name      | None |
| 3     | Full Name | None |
| 4     | UIC       | None |
| 5     | Intent    | None |
| 6     | Category  | None |
| 7     | Reason    | None |

**Note** - The **Edit Base Report** button is not available in all base reports.

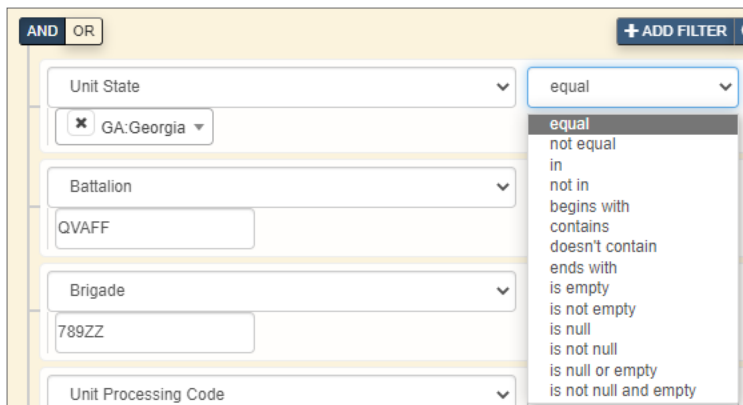
2. Optionally, view more information and filter the metrics and dimensions displayed in the *Fields* panel.
  - Type a metric or dimension name into either of the *Fields* text boxes. The list is now sorted to include only items that match your entry.
3. Add any element from the *Fields* panel to the *Selected Fields* panel to add it as a column in your report.
  - Click the + icon on an element in the *Fields* panel to add it to the *Selected Fields* panel.
  - Click the *Remove* icon  on an element in the *Selected Fields* panel to remove it.
  - Change the *Sort* order of any field to ascending, descending, or none.
  - Change the primary, secondary, and additional sorts as needed by adjusting the number fields in the *Sort* column.
4. Add any element from the *Fields* list to the *Selected Filters* panel from the *ADD FILTER* drop-down to filter which results are returned in the report.

## 8 Additional Tools

- The *Select Operation* menu appears.



5. Choose an option from the *Select Operation* menu.



- If applicable, type a value in the text field that appears to complete adding this filter.
6. Repeat steps two through four as necessary.
  7. Click **GENERATE REPORT**.
  - The report appears.

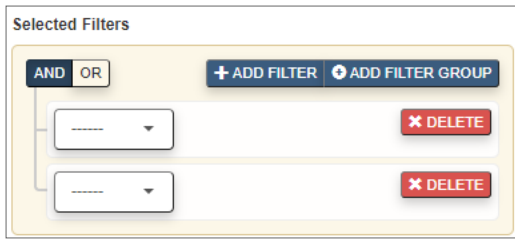
### Grouping Filters

Adding a second filter groups the two filters together with a single operator (*And/Or*). Additional filters can be added to the group or to create a subgroup with a separate operator.

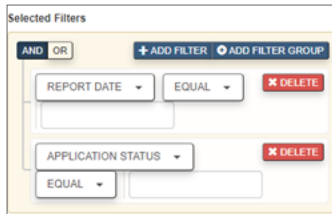
**Note** - The *Run Date* filter is not grouped with any other filters.

## 8 Additional Tools

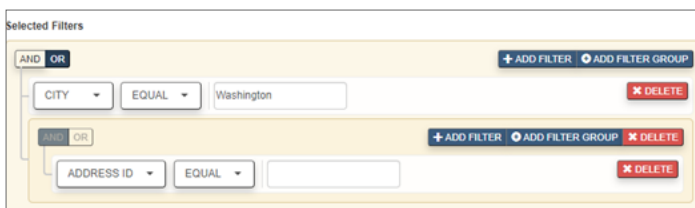
1. Click **ADD FILTER** to add an additional filter at the bottom of the *Selected Filter(s)* panel.



- ▶ The filters are grouped with a single operator.




2. Click **ADD FILTER GROUP** to add an additional filter on top of another filter to create a subgroup.



- ▶ The subgroup is created with a separate operator.

### Other Report Builder Actions

| Task   | Action  |
|--|---|
| Delete an element from the <i>Selected Field(s)</i> or <i>Selected Filter(s)</i> panel | Click the <b>Remove</b> icon  or click <b>DELETE</b> |
| Exit <i>Report Builder</i>   | Click <b>Cancel</b> .   |

### 8.2.5.2 Sort the Report

To sort a report, click the header of the column by which you want to sort. Clicking the header more than once toggles between sorting in ascending order and descending order.

### 8.2.5.3 Save the Report

1. Click the **Save as New Report** icon .

▶ The *Save Report* window opens.




Saving a report saves the report specifications, including any preferences or filters you set for the report. When a saved report is opened, the report is populated with the latest data available.

2. In the *Report Type* drop-down list, select either **Private** or **Shared**. *Private* is for reports that only you can see and *Shared* are reports that everyone can see.
3. Enter a name in the *Report Name* text box and click **SAVE** to save the report.

### 8.2.5.4 Subscriptions in RMS AWOL

RMS AWOL provides access to many products and presentations through a subscription service that automatically sends the selected item(s) to your .milEnterprise email account.

Daily subscriptions are sent out every day between 8 p.m. and 6 a.m.

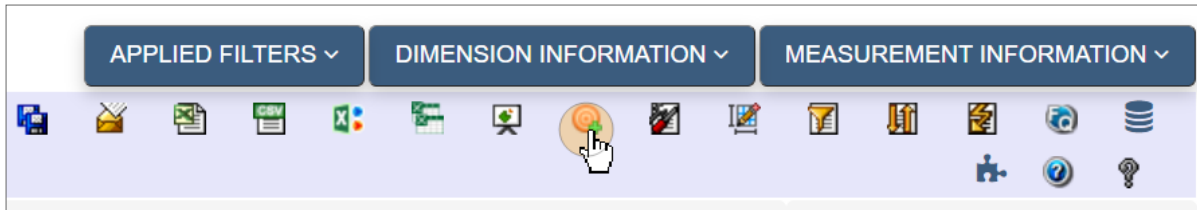
Weekly subscriptions are sent Monday through Friday between 6 p.m. and 6 a.m. (Monday's subscription email contains Friday data). If there are still weekly subscriptions in the queue after 6 a.m., they will be sent the following day(s) until all jobs have processed.


Monthly subscriptions are sent to the users beginning the first of each month and continue until all subscriptions are sent (meaning some users may receive their subscription on the second or third of the month or later). Monthly subscriptions contain end of month data for the previous month. If a user creates this type of subscription in the middle of the month they will receive one subscription immediately containing the data for the previous month. The job will then be scheduled as a normal Monthly subscription.


**Note** - No new subscriptions will be generated on holidays and/or weekends, but any subscriptions that are still pending from the previous day will be sent out.


## Subscribing from Reports


## 8 Additional Tools



1. Select the desired report.
2. Drill down to the necessary level of detail, or click the **Go to Base Report** icon  to view Soldier-level data.

 **Tip:** Click the **Home** link to return to the unfiltered report.

 / Unit State : AK / POD :

3. Click the **Subscriptions** icon  in the *Report Tools* section to open a *Subscriptions* menu.
4. Change the *Subscription Name*, *Frequency*, and *Output Format* of the subscription as necessary.
5. Click **SAVE**.

### 8.2.6 Drilling Down

Drilling down in a report allows you to view information at any scope, from the NGB to the Soldier level. An example of drilling down in a report is listed below.

1. From any non-base report (see [Aggregate and Base Reports](#) on the next page) click a link from the left-most column to drill down one level.

| Case Type Code | Case Type Code - Description                           | Submitted | In-Progress | Completed | All Count |
|----------------|--|-----------|-------------|-----------|-----------|
| AA-AER         | AA - Academic Evaluation Report (AER)                  | 2         | 10          | 24        | 36        |
| AA-AGR         | AA - AGR   | 1         | 2           | 13        | 16        |
| AA-BONUS       | AA - Bonus   | 1         | 13          | 33        | 47        |
| AA-DESP        | AA - DESP  | 0         | 4           | 5         | 9         |
| AA-DISCH       | AA - DISCH   | 1         | 6           | 4         | 11        |
| AA-DOR         | AA - DOR (Discharge)                                   | 1         | 4           | 9         | 14        |
| AA-LOD         | AA - LODs  | 0         | 2           | 1         | 3         |
| AA-MEB         | AA - Request to be seen by MEB                         | 0         | 0           | 2         | 2         |
| AA-MGIB        | AA - MGIB  | 0         | 4           | 1         | 5         |
| AA-MOB         | AA - Adjustment to MOB Report Date                     | 0         | 2           | 1         | 3         |
| AA-NCOER       | AA - Noncommissioned Officer Evaluation Report (NCOER) | 1         | 3           | 14        | 18        |
| AA-OER         | AA - Officer Evaluation Report (OER)                   | 0         | 1           | 7         | 8         |
| AA-OMPF        | AA - Request for document removal from OMPF            | 0         | 5           | 2         | 7         |

- ▶ The report reloads, filtered to show data for the selected group.
2. From here, click a specific Division to drill into information about the Brigadees in the chosen Division.
    - ▶ The report reloads, filtered to show data for the selected Division grouped by Brigade.
  3. Continue to drill down in this way until the report is a roster of Soldiers.



- The report is now a base report. For more information about base reports, see [Aggregate and Base Reports](#) below.

**Note** - Not all reports have the same drilling order. The order depends on how the current report is configured. This general procedure, however, is accurate for drilling on any report.

## 8.2.7 Aggregate and Base Reports


### Aggregate Reports

Aggregate reports are created when a set of values has a mathematical operation performed against it. Any report level above a Base Report is an aggregate report, particularly marked by multiple rows of data combined into a single row on a report, thus providing counts. Raw counts may represent a minimum, maximum or average. You see aggregated data as you drill down through the levels of a report until you arrive at the base report, at which point one row of data in the base report corresponds to one row of data in the database.

| Unit State | Unit State - Description | Family | Education | Job | Medical | Financial | Legal | Transportation | Expectations Not Met | Communication | Morale | Religion | Flagged | Other |   |
|------------|--------------------------|--------|-----------|-----|---------|-----------|-------|----------------|----------------------|---------------|--------|----------|---------|-------|---|
| GA         | Georgia                  | 0      | 0         | 0   | 0       | 0         | 0     | 0              | 0                    | 0             | 0      | 0        | 0       | 1     | 0 |
| IA         | Iowa                     | 0      | 1         | 0   | 0       | 0         | 0     | 0              | 0                    | 0             | 0      | 0        | 0       | 0     | 0 |
| KS         | Kansas                   | 0      | 0         | 0   | 0       | 0         | 0     | 0              | 0                    | 0             | 1      | 0        | 0       | 0     | 0 |
| MA         | Massachusetts            | 0      | 0         | 0   | 0       | 0         | 0     | 0              | 0                    | 0             | 0      | 0        | 0       | 1     | 0 |
| MI         | Michigan                 | 0      | 0         | 0   | 0       | 0         | 0     | 0              | 0                    | 0             | 1      | 0        | 0       | 0     | 0 |
| NY         | New York                 | 1      | 0         | 0   | 0       | 0         | 0     | 0              | 0                    | 0             | 0      | 0        | 0       | 1     | 0 |
| VA         | Virginia                 | 0      | 2         | 0   | 0       | 0         | 0     | 0              | 1                    | 1             | 0      | 0        | 0       | 0     | 0 |
|            | Total                    | 1      | 3         | 0   | 0       | 0         | 0     | 0              | 1                    | 3             | 0      | 0        | 0       | 3     | 0 |

### Base Reports

A base report, the lowest drilling level for any report, is a roster of items that make up the aggregate counts for all higher-level reports. There are two ways to access base reports directly from any report where you have permission to access it:

- Click the **Go To Base Report** icon .
- Click any of the blue numbers to the right of the column listing States.

**Note** - If there is no further level of aggregate information to drill into, you cannot click on the value.

From within a base report, the *Report Tools* panel features a *Report Builder* icon instead of the standard *Basic Edit* and *Advanced Edit* icons associated with aggregate reports. For more information on Report Builder, see [Report Builder](#) on page 51.

## 8.2.8 Reports Glossary

See the table below for explanations of report terminology.

| Term             | Explanation  |
|------------------|--|
| Aggregate Report | Aggregate reports are created when a set of values has a mathematical operation performed against it. Any report level above a Base Report is an aggregate report, particularly marked by multiple rows of data combined into a single row on a report, thus providing counts. Raw counts may represent a min- |

## 8 Additional Tools

| Term        | Explanation   |
|-------------|---|
|             | imum, maximum or average. You see aggregated data as you drill down through the levels of a report until you arrive at the base report, at which point one row of data in the base report corresponds to one row of data in the database.   |
| Base Report | The lowest drilling level for any report, a base report is a roster of the individual items (e.g., missions) that make up the aggregate counts for all higher-level reports. See <a href="#">Aggregate and Base Reports</a> on the previous page.   |
| Data Mart   | Reports can run directly against a data mart or can link directly to a data mart. All reports either represent a portion or portions of data mart data. A data mart is a central source for data pertaining to a certain focus. Each data mart defines the dimensions and measurements available to you as well as the roll-up definitions (table joins) that derive the information. Data marts pull their data from select source tables, which define how a user or report queries against them.   |
| Dimension   | Dimensions are any field that's not measuring something. They are values stored as text codes in the Data Store. Since they do not represent binary "Yes/No" values, dimensions cannot be directly summed; however, in some instances, it may be possible to convert a dimension into a measurement for summing. Dimensions can be used to filter or group results. They can also be columns in any report. Examples of data stored as dimensions include age, civilian education level, fund code, project code, gender, grade, rank, and years in service.  |
| Drill Down  | Drilling down refers to clicking a link in the left-most column of a report to view the report's information at the level below. Users can continue to drill down until the report is a base report, which is usually a roster of items (e.g., missions). Not all reports have the same drilling order. The order depends on how the current report is configured.  |
| Field       | Fields are all the available pieces of information around which you build your report. Any field can act as a selected field, a selected filter, or both. A selected field displays beside the Soldiers as a column in the report. A selected filter limits the items included in the report based on what you typed in the <i>Search</i> box.  |
| Filter      | Filters are any criteria used to limit the population of the report. Filters consist of a field or piece of metadata, along with a logical operator and a value on which to filter. You can apply any number of filters to any report, and only data that matches all filters is represented. Examples of filters include primary MOS equals 11B and run date is less than 20121015mission type equals 2B and State equals Missouri. Respectively, these filters limit your search to Soldiers coded as 11B and to data collected prior to October 15, 2012mission types coded for the state of Missouri. |
| Measurement | Measurements define a count of an item to be analyzed. They are sums and rates derived from information stored as binary "Yes/No" values in the Data Store. Examples of data stored as measurements include assigned strength, total losses, and MOS qualifiednumber of missions, number of flight hours, and number of seizures.   |
| Metric      | A metric is anything that can be counted. Metric and measurement can be used interchangeably.   |

### 8.3 AWOL Recovery Reports

An overview of each report available for AWOL Recovery is listed below.

### 8.3.1 AWOL Status by Unit State

This report displays the number of AWOL cases in each status by state. Each status has an accompanying percentage column, showing the user what percentage of that state's cases are in that status.

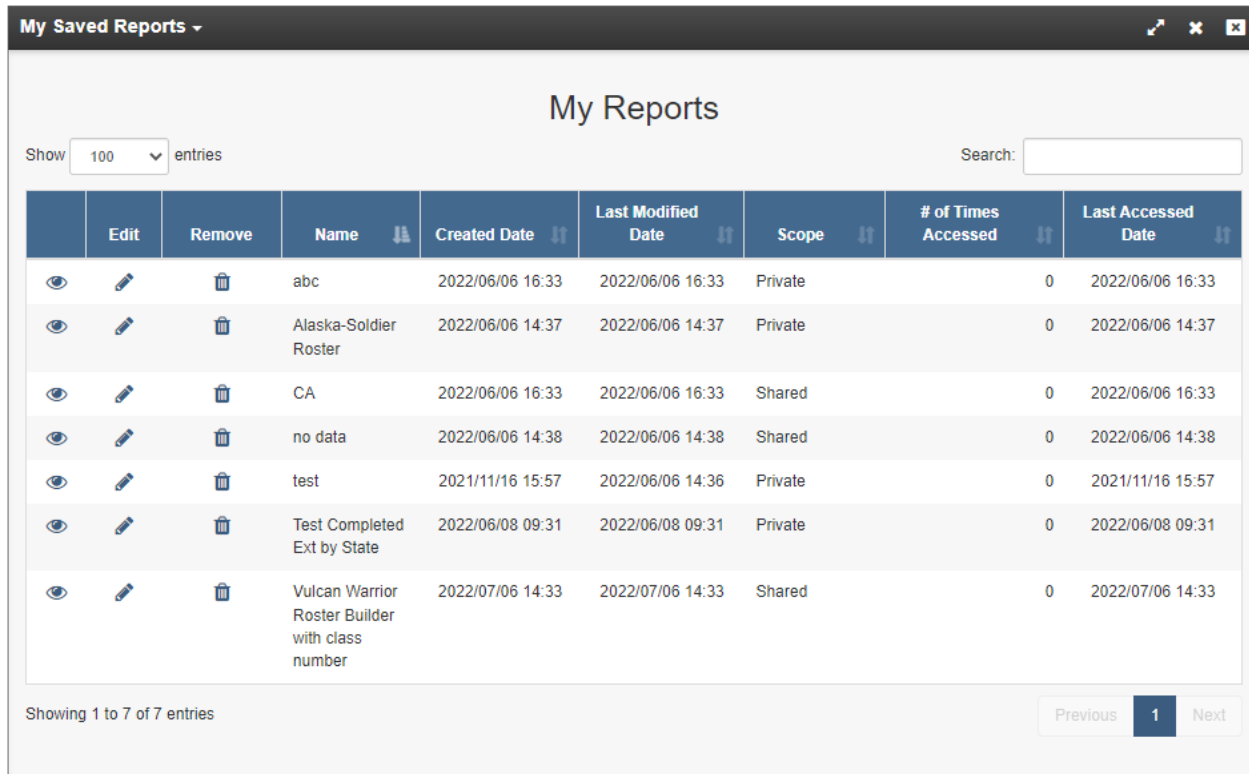
| Unit State | Unit State - Description | In Prog | In Prog % | AWOL Recov | Recovered % | AWOL Compl | AWOL Compl % | Trmnt | Terminated % |
|------------|--------------------------|---------|-----------|------------|-------------|------------|--------------|-------|--------------|
| AK         | Alaska                   | 17      | 58.62%    | 0          | 0.00%       | 1          | 3.45%        | 11    | 37.93%       |
| AL         | Alabama                  | 111     | 90.24%    | 0          | 0.00%       | 1          | 0.81%        | 11    | 8.94%        |
| AR         | Arkansas                 | 74      | 88.10%    | 0          | 0.00%       | 0          | 0.00%        | 10    | 11.90%       |
| AZ         | Arizona                  | 73      | 91.25%    | 0          | 0.00%       | 0          | 0.00%        | 7     | 8.75%        |
| CA         | California               | 207     | 82.47%    | 0          | 0.00%       | 1          | 0.40%        | 43    | 17.13%       |
| CO         | Colorado                 | 59      | 80.82%    | 0          | 0.00%       | 3          | 4.11%        | 11    | 15.07%       |
| CT         | Connecticut              | 156     | 91.76%    | 0          | 0.00%       | 2          | 1.18%        | 12    | 7.06%        |
| DC         | District of Columbia     | 23      | 92.00%    | 0          | 0.00%       | 0          | 0.00%        | 2     | 8.00%        |
| DE         | Delaware                 | 23      | 92.00%    | 0          | 0.00%       | 0          | 0.00%        | 2     | 8.00%        |
| FL         | Florida                  | 186     | 85.71%    | 0          | 0.00%       | 0          | 0.00%        | 31    | 14.29%       |
| GA         | Georgia                  | 164     | 85.86%    | 0          | 0.00%       | 0          | 0.00%        | 27    | 14.14%       |
| GU         | Guam                     | 23      | 95.83%    | 0          | 0.00%       | 0          | 0.00%        | 1     | 4.17%        |
| HI         | Hawaii                   | 30      | 83.33%    | 0          | 0.00%       | 0          | 0.00%        | 6     | 16.67%       |
| IA         | Iowa                     | 228     | 82.61%    | 0          | 0.00%       | 17         | 6.16%        | 31    | 11.23%       |
| ID         | Idaho                    | 14      | 70.00%    | 0          | 0.00%       | 0          | 0.00%        | 6     | 30.00%       |
| IL         | Illinois                 | 120     | 89.55%    | 0          | 0.00%       | 0          | 0.00%        | 14    | 10.45%       |
| IN         | Indiana                  | 150     | 64.94%    | 0          | 0.00%       | 2          | 0.87%        | 79    | 34.20%       |
| KS         | Kansas                   | 64      | 75.29%    | 0          | 0.00%       | 0          | 0.00%        | 21    | 24.71%       |
| KY         | Kentucky                 | 88      | 89.80%    | 0          | 0.00%       | 1          | 1.02%        | 9     | 9.18%        |

### 8.4 My Reports

This blade stores reports specific to the user and contains the *My Reports*, *Private*, and *Shared* reports folders.

## 8.4.1 My Reports Folder

This folder stores reports associated with the user in the *My Reports* grid.



**My Saved Reports**

My Reports

Show  entries Search:

|  | Edit | Remove | Name  | Created Date     | Last Modified Date | Scope   | # of Times Accessed | Last Accessed Date |
|--|------|--------|---|------------------|--------------------|---------|---------------------|--------------------|
|  |      |        | abc   | 2022/06/06 16:33 | 2022/06/06 16:33   | Private | 0                   | 2022/06/06 16:33   |
|  |      |        | Alaska-Soldier Roster                           | 2022/06/06 14:37 | 2022/06/06 14:37   | Private | 0                   | 2022/06/06 14:37   |
|  |      |        | CA  | 2022/06/06 16:33 | 2022/06/06 16:33   | Shared  | 0                   | 2022/06/06 16:33   |
|  |      |        | no data   | 2022/06/06 14:38 | 2022/06/06 14:38   | Shared  | 0                   | 2022/06/06 14:38   |
|  |      |        | test  | 2021/11/16 15:57 | 2022/06/06 14:36   | Private | 0                   | 2021/11/16 15:57   |
|  |      |        | Test Completed Ext by State                     | 2022/06/08 09:31 | 2022/06/08 09:31   | Private | 0                   | 2022/06/08 09:31   |
|  |      |        | Vulcan Warrior Roster Builder with class number | 2022/07/06 14:33 | 2022/07/06 14:33   | Shared  | 0                   | 2022/07/06 14:33   |

Showing 1 to 7 of 7 entries Previous **1** Next

Click the **View** icon to open the saved report.

Click the **Delete** icon to remove the report from the *My Reports* folder.

Click the **Edit** icon to open the *Edit Report Details* window and change the report name and type.

Family ✕

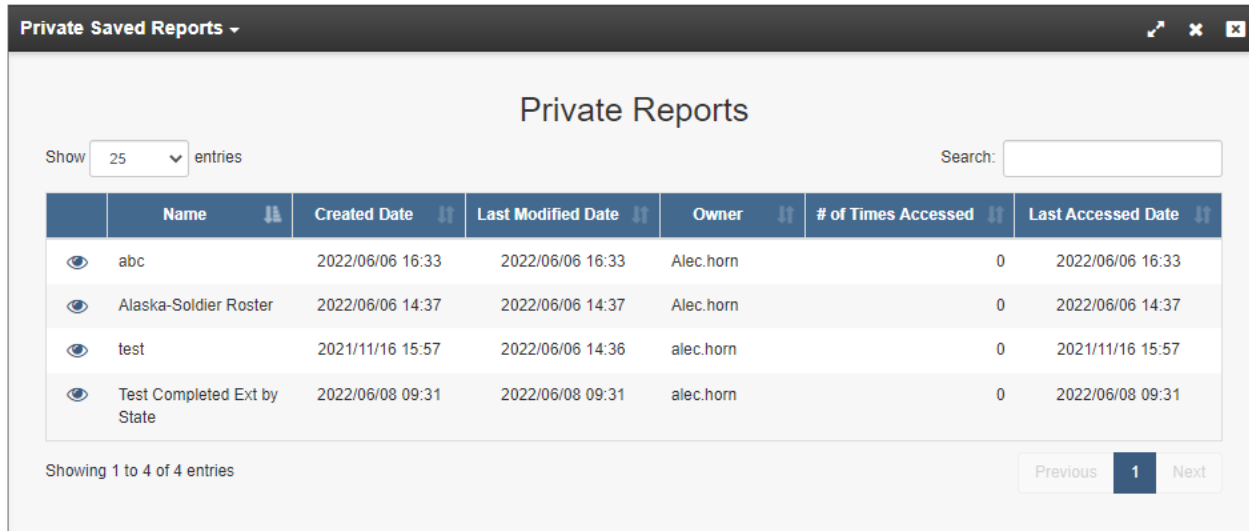
---

**Name**

**Type**

## 8.4.2 Private Reports

This folder contains private reports saved by the user. Reports saved to this folder are displayed in the *Private Reports* grid.




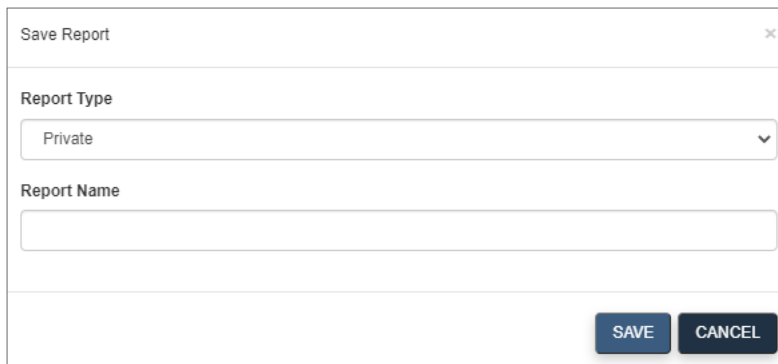
The screenshot shows a window titled "Private Saved Reports" with a search bar and a table of reports. The table has columns for Name, Created Date, Last Modified Date, Owner, # of Times Accessed, and Last Accessed Date. There are four entries in the table.

| Name                        | Created Date     | Last Modified Date | Owner     | # of Times Accessed | Last Accessed Date |
|-----------------------------|------------------|--------------------|-----------|---------------------|--------------------|
| abc                         | 2022/06/06 16:33 | 2022/06/06 16:33   | Alec.horn | 0                   | 2022/06/06 16:33   |
| Alaska-Soldier Roster       | 2022/06/06 14:37 | 2022/06/06 14:37   | Alec.horn | 0                   | 2022/06/06 14:37   |
| test                        | 2021/11/16 15:57 | 2022/06/06 14:36   | alec.horn | 0                   | 2021/11/16 15:57   |
| Test Completed Ext by State | 2022/06/08 09:31 | 2022/06/08 09:31   | alec.horn | 0                   | 2022/06/08 09:31   |

Showing 1 to 4 of 4 entries

To save a report to this folder:

1. Open a report from the *Reports* blade.
2. Click the **Save** icon  from among the report tools.
3. The *Save Report* window opens.



The screenshot shows a "Save Report" dialog box with a close button (X) in the top right corner. It contains a "Report Type" dropdown menu with "Private" selected, a "Report Name" text input field, and "SAVE" and "CANCEL" buttons at the bottom right.

4. Choose the **Private** report type from the drop-down and give the report a name.

## 8 Additional Tools

Save Report

Report Type

Private

Private

Shared

SAVE CANCEL

5. Click **SAVE**.

► The report is saved to the *Private Reports* folder.

### 8.4.3 Shared Reports

This folder contains shared reports saved by the user. Reports saved to this folder are displayed in the *Shared Reports* grid.

Shared Saved Reports


Shared Reports

Show 25 entries Search:

|   | Name                                      | Created Date     | Last Modified Date | Owner                | # of Times Accessed | Last Accessed Date |
|---|---|------------------|--------------------|----------------------|---------------------|--------------------|
| 👁 | 0801                                      | 2016/12/05 13:53 | 2016/12/05 13:53   | karla.avery          | 0                   | 2016/12/05 13:53   |
| 👁 | 09S BCT Grad Date                         | 2017/07/31 12:41 | 2017/07/31 12:41   | ted.wilson           | 0                   | 2017/07/31 12:41   |
| 👁 | 09S Report                                | 2015/01/15 14:37 | 2015/01/15 14:37   | joey.tipton          | 0                   | 2015/01/15 14:37   |
| 👁 | 1-112th IN Reason for ETS                 | 2015/06/30 11:31 | 2015/06/30 11:31   | ashley.n.sherman     | 0                   | 2015/06/30 11:31   |
| 👁 | 109th RSP Soldiers                        | 2015/09/30 12:46 | 2015/09/30 12:46   | don.stockton         | 0                   | 2015/09/30 12:46   |
| 👁 | 1138th MP CO RSP Report                   | 2015/11/17 10:30 | 2015/11/17 10:31   | matthew.takach       | 0                   | 2015/11/17 10:30   |
| 👁 | 146 MMB RSP Status v.2                    | 2016/02/12 14:41 | 2016/02/12 14:41   | alexis.m.johnson2    | 0                   | 2016/02/12 14:41   |
| 👁 | 153rd TC RMS Monthly report               | 2016/11/01 09:41 | 2016/11/01 09:41   | lemuel.price         | 0                   | 2016/11/01 09:41   |
| 👁 | 168 AV ETS ROSTER                         | 2019/10/02 09:47 | 2019/10/02 09:47   | brandy.d.potter      | 0                   | 2019/10/02 09:47   |
| 👁 | 16th EN BDE ETS Report for Weekly NoVal   | 2018/05/25 09:13 | 2018/05/25 09:13   | victoria.l.williams4 | 0                   | 2018/05/25 09:13   |
| 👁 | 16th EN BDE Projected Loss Query 20180313 | 2018/03/13 11:24 | 2018/03/13 11:24   | nicklaus.bendure     | 0                   | 2018/03/13 11:24   |
| 👁 | 16th EN BDE Sponsorship Report            | 2018/03/29 11:42 | 2018/03/29 11:42   | nicklaus.bendure     | 0                   | 2018/03/29 11:42   |
| 👁 | 179 EXT Status                            | 2016/05/02 09:22 | 2016/05/02 09:22   | bobby.legates        | 0                   | 2016/05/02 09:22   |
| 👁 | 181BSB_ETS_Roster_v1                      | 2019/08/16 13:21 | 2019/08/16 13:21   | jason.wymer          | 0                   | 2019/08/16 13:21   |

Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection.  
Accessibility/Section 508

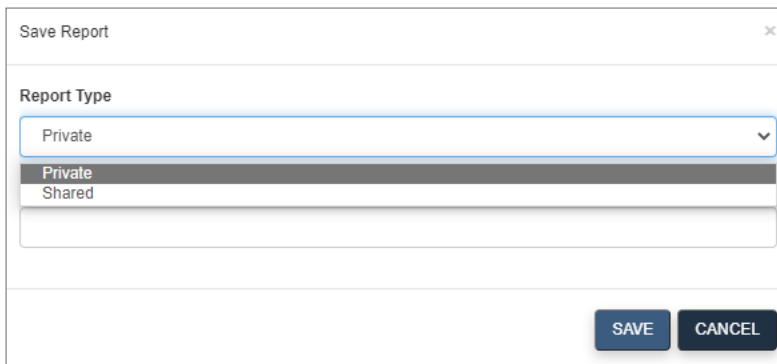
To save a report to this folder:

1. Open a report from the *Reports* blade.
2. Click the **Save** icon  from among the report tools.
3. The *Save Report* window opens.



The screenshot shows a 'Save Report' dialog box with a title bar containing 'Save Report' and a close button. Below the title bar, there is a 'Report Type' dropdown menu currently showing 'Private'. Underneath is a text input field for 'Report Name', which is currently empty. At the bottom right of the dialog, there are two buttons: 'SAVE' and 'CANCEL'.

4. Choose the **Shared** report type from the drop-down and give the report a name.

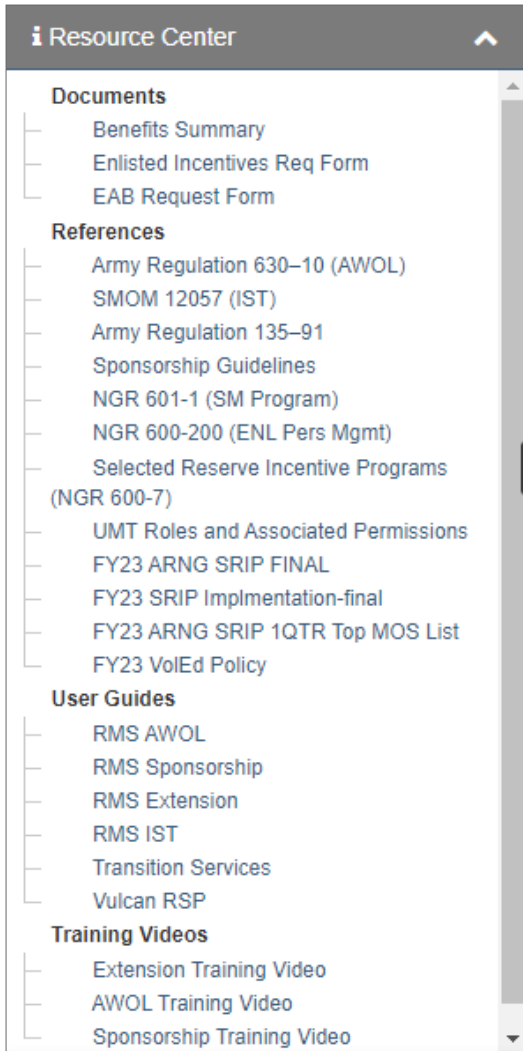


This screenshot shows the 'Save Report' dialog box with the 'Report Type' dropdown menu open. The dropdown list shows two options: 'Private' and 'Shared'. The 'Report Name' field remains empty. The 'SAVE' and 'CANCEL' buttons are visible at the bottom right.

5. Click **SAVE**.
  - ▶ The report is saved to the *Shared Reports* folder.

## 8.5 Resource Center

The *Resource Center* blade includes reference documents, user guides, and training videos for the application.



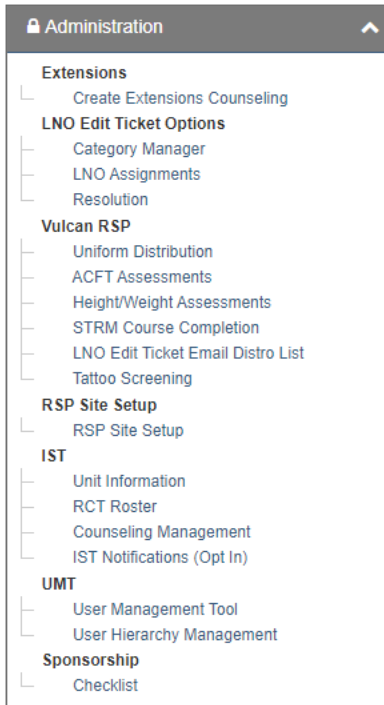
Clicking a link opens the item in a new window.

## 8.6 Administration

The *Administration* tab contains tools used for administrative action. Open the *Administration* tab in the Command Center to view the tools available to you.

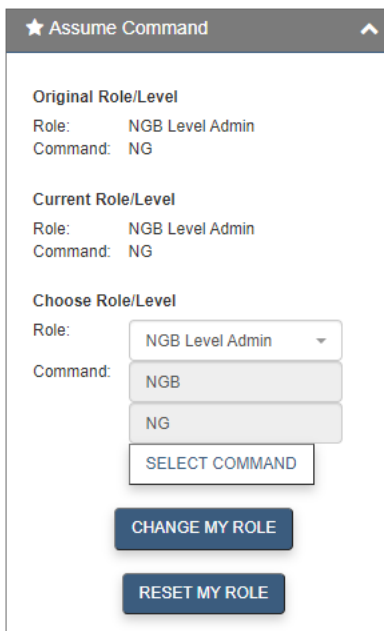


## 8 Additional Tools



## 8.7 Assume Command

Assume Command is located in the bottom tab of the Command Center panel. This functionality is available to NGB-level users and state administrators. Assume Command allows you to emulate different roles as a training tool to view RMS from lower hierarchy levels. It also grants or restricts access to actions and content based on your role.



## 8.7.1 Original Role

You can see your assigned role within the Assume Command tab in the *Original Role/Level* section.

| Original Role/Level |                 |
|---------------------|-----------------|
| Role:               | NGB Level Admin |
| Command:            | NG              |

RMS is equipped with the ability to change your role in order to view RMS through the eyes of a different user—as long as that user role you assume command for does not have greater permissions than your original role. This functionality allows you to see the screens that another user would see, which can help with troubleshooting any problems other users are having.

## 8.7.2 Change Role

If your role is IST Help Desk Admin, NGB Level Admin, or State Level Admin, you can change your command level to one of the 54 states and territories.

1. Click the **Role** drop-down menu to select a preset role.

Choose Role/Level

Role: NGB Level Admin

Command:

- NGB Level Admin
- TCC
- Admin
- NGB Level
- State Level Super Admin
- IST Help Desk Admin

2. Select the desired role and click **CHANGE MY ROLE**.

**CHANGE MY ROLE**

- ▶ Your role is changed and you are taken back to the Management Center section of the Command Center. The next time you visit the Assume Command tab, your changed role is reflected in the *Current Role/Level* box.

3. Click **Select Command**.

**SELECT COMMAND**

## 8 Additional Tools

- ▶ The Command Picker window opens.

The screenshot shows the 'Command Picker' window. At the top, there is a header 'Command Picker' and a sub-header 'Report Sequence Code'. Below this, the text 'Army National Guard' is displayed. A list of fields follows: 'State' (set to 'ALL'), 'MACOM/TC/JFHQ', 'Division', 'Brigade', 'Battalion', 'Company', and 'UPC'. Each field has a corresponding drop-down arrow. At the bottom, there are 'Set' and 'Close' buttons.

4. Choose a state from the drop-down list.

- ▶ The drop-down lists for the other fields become available.

The screenshot shows the 'Command Picker' window after the 'State' field has been changed to 'Alabama'. The 'MACOM/TC/JFHQ', 'Division', 'Brigade', 'Battalion', 'Company', and 'UPC' fields are now populated with 'ALL'. The 'Set' and 'Close' buttons remain at the bottom.

**Note** - The default choice is ALL for the Command Picker. Optionally, by selecting a specific state, MACOM, division, etc, the system filters the work buckets, limiting the number of Soldiers you see.

5. Select the necessary information from each list.  
Each piece of information limits what can be selected from the following drop-down list.

**Note** - The information selected affects what cases are visible in your work buckets.

6. Click **Set** when finished.

- ▶ The command level is automatically updated.

Choose Role/Level

Role: NGB Level Admin

Command: STA

AL

SELECT COMMAND

7. To return to your original role and level, click **RESET MY ROLE**.

- ▶ Your role is reset and you are taken back to the Management Center section of the Command Center. The Assume Command tab now shows matching entries for *Original Role/Level* and *Current Role/Level*.

Original Role/Level

Role: NGB Level Admin

Command: NG

Current Role/Level

Role: NGB Level Admin

Command: NG

# 9 User Management Tool

The User Management Tool (UMT) is the RMS AWOL common access management product. UMT's main purpose is to provide authorized Army Reserve administrators the ability to grant access and permissions to other users. Users with Common Access Cards (CACs) can request access to products, and administrators can review these requests, granting them or rejecting them, through UMT. Administrators validate the requested command settings, assign users one of the product's predefined roles, provide access to specific permissions within the role, and establish the member's product expiration date.

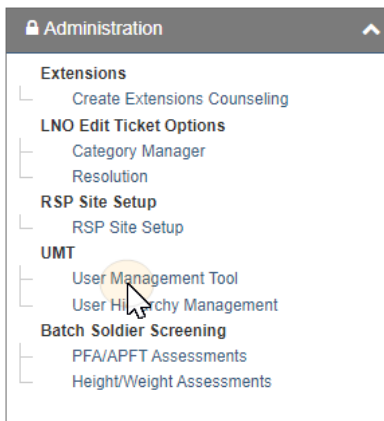
After a request has been approved, users can request role or permission changes, request a change to their command setting, or annually revalidate their access requirements through their application's "Upgrade/Revalidate" tool. Administrators use UMT to approve or deny these changes as well.

UMT also allows administrators to produce reports concerning their users, their roles and permissions, and various other product statistics.

## 9.1 Accessing UMT

Only users with administrative privileges can access UMT.

To access UMT, select the **Administration** blade in the *Command Center* then click **User Management Tool**.



## 9.2 UMT Overview

If you have experience with the multi-panel case management format used in many SIMS applications, the UMT interface will be familiar to you. This chapter covers both basic and in-depth information about how to use UMT.

### **Managing a user's access to RMS AWOL always follows the same basic steps:**

1. In the *Command Center*, open one of the work buckets or perform a search.
  - Panel 2 displays one or more names (unless the work bucket is empty or the search found no results).
2. Click a name from the list in Panel 2.
  - Panel 3 opens, and the other panels are minimized.
3. Review the information provided in Panel 3 and update it as needed.
4. Select the appropriate action to allow or deny access.

The following user guide sections contain basic information for new users and detailed reference information.

### **Understanding the Case Management Framework on the next page**

- How UMT organizes cases (users) into work buckets
- How actions work, including how actions and work buckets are connected

### **Navigating the UMT Panels on page 76**

- Using the Command Center to find users via work buckets and Search
- Using Panel 2
- Using Panel 3

### **Controlling User Roles and Permissions in Panel 3 on page 81**

In addition to a detailed explanation of the *Access Details* tab of Panel 3, you can find information on:

- Setting roles and permissions for a user
- RMS AWOL roles
- RMS AWOL available permissions
- Mapping roles to permissions

### **Automatic Notifications on page 99**

Describes notifications that are automatically generated by the system.

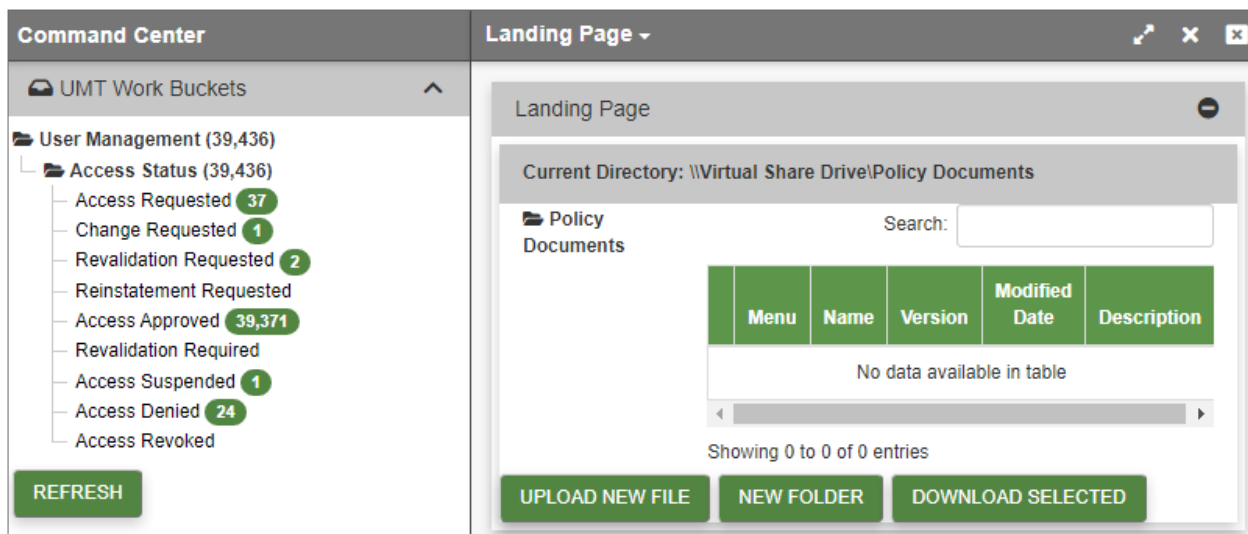
### **UMT Reports on page 97**

Describes reports available in UMT.

## 9.3 Understanding the Case Management Framework

UMT leverages Case Management, a user interface that incorporates multiple panels which each perform a different function, allowing users to work on multiple items at once. Panels can be opened on top of one another without needing to close them out, and different panels can be opened side-by-side. This section covers the basics of navigating the three-panel layout of UMT.

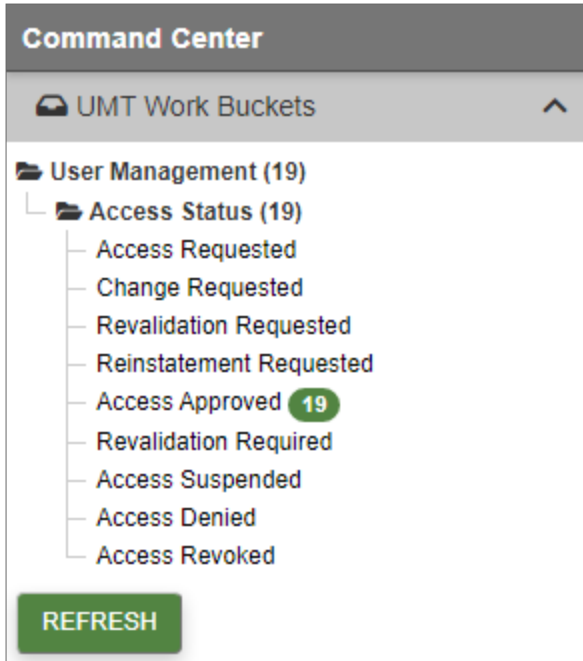
Upon accessing UMT, the first two panels appear. These are the *Command Center* (Panel 1), which provides access to your work buckets, search tools, and reports, and the *Landing Page* (Panel 2), which displays policy documents related to system access.



### 9.3.1 Understanding Work Buckets

UMT contains several work buckets from which Administrators manage access. These work buckets represent current states of cases and appear in the *UMT Work Buckets* blade under the *Command Center*.

Users' command settings and role levels act as constraints on which records they can manage. These constraints are applied as filters that reduce the number of records (or cases) that appear in the Administrators' work buckets. For example, if you are a Brigade Administrator, you only see those who requested brigade, battalion or company/detachment access within your brigade.



Records also appear in work buckets based on what unit the user requested; if a user requests the wrong unit, the right administrator won't be able to see it. The number of cases you can access in each work bucket appears to the right of each work bucket label.

For a description of each work bucket, see [Mapping Manual Actions to Begin-State Work Buckets](#) on page 74.

If a user has requested access but you cannot see the request, please contact the Help Desk so we can review and correct the user's request, if possible.

### 9.3.2 Understanding Actions

The transition of records between work buckets occurs in one of two ways:



- A user or Administrator within UMT performs a manual action (for example, approving an access request).
- An automated, time-based event moves the record (for example, a user's access has expired).

For more on automated events, see [Time-Based State Transitions](#) on page 76.

Manual actions are initiated by clicking action buttons that appear throughout the tool, such as those illustrated below:



The system typically performs validation tests prior to performing an action, and the transition is instantaneous once the validation test is successfully completed.

 After clicking an action button, you may need to click **REFRESH** (underneath the work buckets) to see the updated work bucket counts. 

Below is a complete list of all manual actions that appear in UMT for RMS AWOL:



9 User Management Tool

| <b>Action</b>                 | <b>Description</b>   | <b>Account Type</b> |
|-------------------------------|--|---------------------|
| <b>Approve Access</b>         | Approve an applicant's request for access through the SAAR expiration date.  | Admin               |
| <b>Approve Change</b>         | Approve changes requested by a member to their role or permissions, or to the duration or scope of their access.   | Admin               |
| <b>Approve Revalidation</b>   | Approve a member's revalidation request, returning them to Access Approved until their new Account Expiration date.  | Admin               |
| <b>Cancel Request</b>         | Cancel your request for access to the application.   | User                |
| <b>Deny Access</b>            | Deny an applicant's request for access. The stated reason for denial is included in an automatically generated email.  | Admin               |
| <b>Deny Change</b>            | Deny changes requested by a member to their role or permissions, or to the duration or scope of their access.  | Admin               |
| <b>Extend Access</b>          | Extend a member's access for a short period of time while their revalidation action is pending.  | Admin               |
| <b>Reinstate Access</b>       | Reinstate a suspended member's access, moving them back to Access Approved or to Revalidation Required (if Account Expiration is imminent).                          | Admin               |
| <b>Request Access</b>         | Submit your request for access to the application. Ensure that all required forms and requested content have been provided.  | User                |
| <b>Request Change</b>         | Submit your request for a change to your role or permissions, or to the duration or scope of your access.  | User                |
| <b>Request Reinstatement</b>  | Request reinstatement to the application after being suspended.  | User                |
| <b>Request Revalidation</b>   | Submit your request to extend/revalidate your access to the application. Ensure that all required forms and requested content have been provided.                    | User                |
| <b>Return for Correction</b>  | Return a member's revalidation request for rework prior to granting approval.  | Admin               |
| <b>Revalidate Temporarily</b> | Move a suspended user to the Revalidation Required state to facilitate a request for revalidation.   | Admin               |
| <b>Revoke Access</b>          | Revoke a member's access to the application. Reentry after revocation requires a new access request by the user.   | Admin               |
| <b>Suspend Access</b>         | Suspend a member's access to the application for a short period of time, after which their access is automatically revoked unless the member's access is reinstated. | Admin               |

### 9.3.2.1 Mapping Manual Actions to Begin-State Work Buckets

The manual actions are mapped to each work bucket as identified below.

| <b>Work Bucket</b>             | <b>Description</b>  | <b>Admin Actions</b>  | <b>User Actions</b> |
|--------------------------------|---|---|---------------------|
| <b>Access Requested</b>        | Users whose access requests have been submitted, and who are waiting for a review and approval of these requests by an administrator.   | <ul style="list-style-type: none"> <li>• Approve Access</li> <li>• Deny Access</li> </ul>   | Cancel Request      |
| <b>Change Requested</b>        | Users who have requested changes to their access parameters (i.e., command, role, permissions and/or expiration date), and who are waiting for a review and approval of these requests by an administrator.   | <ul style="list-style-type: none"> <li>• Approve Change</li> <li>• Deny Change</li> </ul>   | [None]              |
| <b>Revalidation Requested</b>  | Users who have requested revalidation of their access parameters (i.e., command, role, permissions and/or expiration date), and who are waiting for a review and approval of these requests by an administrator.  | <ul style="list-style-type: none"> <li>• Approve Revalidation</li> <li>• Extend Access</li> <li>• Return for Correction</li> <li>• Suspend Access</li> <li>• Revoke Access</li> </ul> | [None]              |
| <b>Reinstatement Requested</b> | Previously approved users whose access has been suspended (due to non-use, an expiration of their account, or administrative action), whose access requests have been submitted, and who are waiting for a review and approval of these requests by an administrator. | <ul style="list-style-type: none"> <li>• Reinstatement Access</li> <li>• Revoke Access</li> </ul>   | [None]              |
| <b>Access Approved</b>         | Users who have been approved for system access through their account expiration date, within the scope of their command setting, role and permissions.  | <ul style="list-style-type: none"> <li>• Suspend Access</li> <li>• Revoke Access</li> </ul>   | Request Change      |

| Work Bucket                  | Description   | Admin Actions   | User Actions          |
|------------------------------|---|---|-----------------------|
| <b>Revalidation Required</b> | Revalidation is required for user to maintain system access. User must submit a revalidation request for administrator review.  | <ul style="list-style-type: none"> <li>Extend Access</li> <li>Suspend Access</li> <li>Revoke Access</li> </ul>            | Request Revalidation  |
| <b>Access Suspended</b>      | Previously approved users whose access has been suspended due to non-use, an expiration of their account, or administrative action. Users in this category must submit reinstatement requests to reobtain access. | <ul style="list-style-type: none"> <li>Revalidate Temporarily</li> <li>Reinstate Access</li> <li>Revoke Access</li> </ul> | Request Reinstatement |
| <b>Access Denied</b>         | Users whose access requests have been denied by an administrator. Users in this category may submit new access requests to obtain access.   | <ul style="list-style-type: none"> <li>Approve Access</li> </ul>  | Request Access        |
| <b>Access Revoked</b>        | Previously approved users whose access has been revoked. Users in this category must submit new access requests to reobtain access.   | <ul style="list-style-type: none"> <li>[None]</li> </ul>  | Request Access        |

Users (i.e., members or prospective members) can impact the state of a case, even without access to the UMT tool, through actions in the *Access Request* or *Upgrade/Revalidate* tools. For example, a new user can cancel a request, removing the case from the *Access Requested* work bucket.

### 9.3.2.2 Mapping Manual Action Transitions to End-State Work Buckets

The table below lists whether a case is moved between work buckets, added, or removed based on its current state and the action taken.

| Action                      | Resulting End State  |
|-----------------------------|--|
| <b>Approve Access</b>       | Case is moved from Access Requested to Access Approved by Admin. |
| <b>Approve Change</b>       | Case is moved from Change Requested to Access Approved.          |
| <b>Approve Revalidation</b> | Case is moved from Revalidation Requested to Access Approved.    |
| <b>Cancel Request</b>       | Case is removed from Access Requested (by user).                 |
| <b>Deny Access</b>          | Case is removed from Access Requested.                           |
| <b>Deny Change</b>          | Case is moved from Change Requested to Access Approved.          |
| <b>Extend Access</b>        | Case is not moved, but the user's Expiration Date is extended.   |

| Action                 | Resulting End State  |
|------------------------|--|
| Reinstate Access       | Case is moved from Access Suspended to Accessed Approved or Revalidation Required. |
| Request Access         | Case is added to Access Requested.   |
| Request Change         | Case is moved from Access Requested to Change Requested (by user).                 |
| Request Reinstatement  | Case is moved from Access Suspended to Reinstatement Requested (by user).          |
| Request Revalidation   | Case is moved from Revalidation Required to Revalidation Requested (by user).      |
| Return for Correction  | Case is moved from Revalidation Requested to Revalidation Required.                |
| Revalidate Temporarily | Case is moved from Access Suspended to Revalidation Required.                      |
| Revoke Access          | Case is removed from all relevant work buckets.                                    |
| Suspend Access         | Case is moved from all relevant work buckets to Access Suspended.                  |

Most actions that occur in UMT result in automatic notifications that alert both users and Admins of the changes.

### 9.3.2.3 Time-Based State Transitions

A small number of state transitions occur as the result of the passage of time, as opposed to a manual action taken by an Administrator or user. Time-base transitions include:

- Suspensions for non-use or failure to re-validate
- Auto-denials due to inaction on requests by Administrators
- Revocations after a period of suspension

## 9.4 Navigating the UMT Panels

UMT uses a three-panel layout, with each panel serving a different function:

- **Panel 1:** The *Command Center*, which allows users to view lists of records and reports
- **Panel 2:** The *Landing Page*, which displays results from work buckets in the Command Center
- **Panel 3:** The *Interactive User Managements Functions* page, where users perform most management activities

## 9.4.1 Panel 1: The Command Center

The *Command Center* lets you access information through sections referred to as blades. Depending on how your application is configured, your *Command Center* view may include up to three blades: *UMT Work Buckets*, *UMT Searches*, and *Reports*, as seen below.

Select a blade to view records, search for records, or view reports. Performing a search or selecting a work bucket or report displays relevant information in Panel 2.

For more information on UMT work buckets, see [Understanding Work Buckets](#) on page 71.

For more information on Reports, see [UMT Reports](#) on page 97.

For more information on UMT searches functionality, see [UMT Search](#) below.



### 9.4.1.1 UMT Search

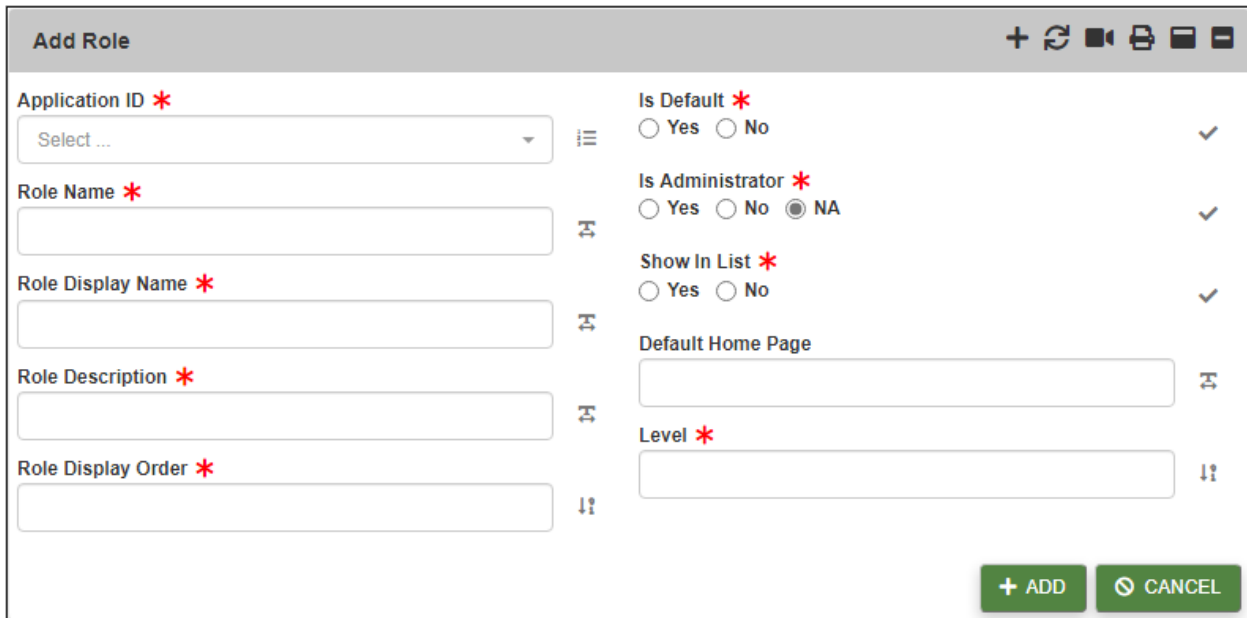
If you have the necessary permissions, you can perform a search for a user or set of users.

To perform a search, choose the search type in the Searches box, enter one or more search terms, and click **SEARCH**. There is also an option to **SAVE** your search if it's one that you use often. The **RESET** button removes all the search terms you've entered.

 A screenshot of the 'UMT Searches' blade in the Command Center. The blade title is 'UMT Searches' with an upward arrow. Below the title is a 'Searches' section with a dropdown menu currently set to 'User'. Underneath is a 'Product' dropdown menu set to 'Personnel Division (HRP)'. There are four input fields: 'Full Name (e.g., "DOE, JOHN")', 'User Name', 'Email', and 'Status'. At the bottom are four buttons: 'SEARCH', 'RESET', 'SAVE', and 'DELETE'. Two callout boxes are present: one pointing to the 'User Name' field with the text 'Fill in one or more search terms', and another pointing to the 'SEARCH' button with the text 'Click SEARCH'.

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Depending on your permissions, when you perform a search, Panel 2 displays both your search results and an option to add a new instance of whatever you searched for. In other words, if you searched for roles, you would have the opportunity to create a new role.



**Add Role**

Application ID \*  
Select ...

Role Name \*  
[Text Input]

Role Display Name \*  
[Text Input]

Role Description \*  
[Text Input]

Role Display Order \*  
[Text Input]

Is Default \*  
 Yes  No

Is Administrator \*  
 Yes  No  NA

Show In List \*  
 Yes  No

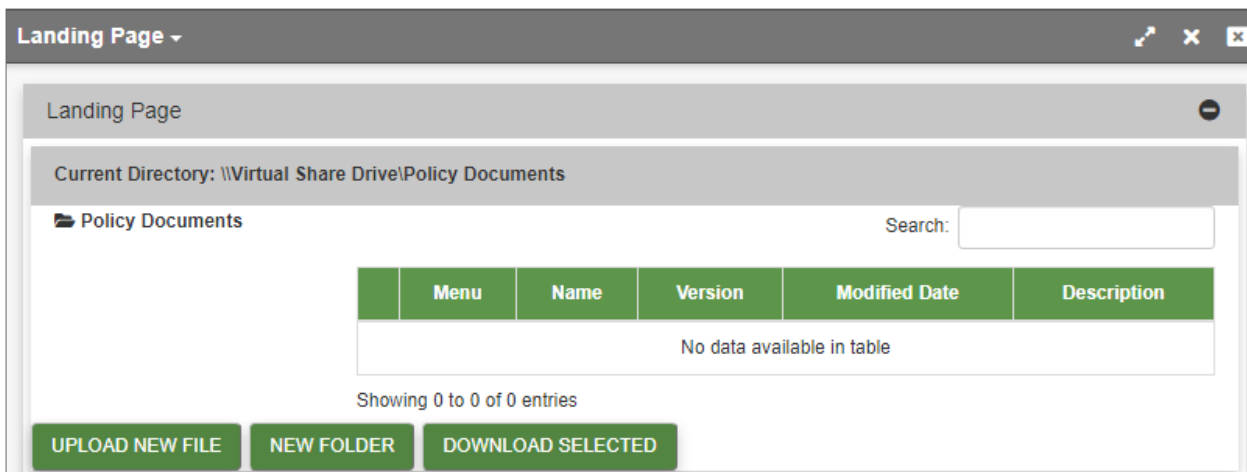
Default Home Page  
[Text Input]

Level \*  
[Text Input]

+ ADD CANCEL

### 9.4.2 Panel 2: Landing Page and Results Display

When you initially access UMT, Panel 2 opens to the *Landing Page*. This page initially displays a Virtual Share Drive directory containing policy and procedure documents concerning user access. To download a particular document, select the box(es) in column 1 and click **DOWNLOAD SELECTED**.



**Landing Page**

Current Directory: \\Virtual Share Drive\Policy Documents

Policy Documents Search: [Text Input]

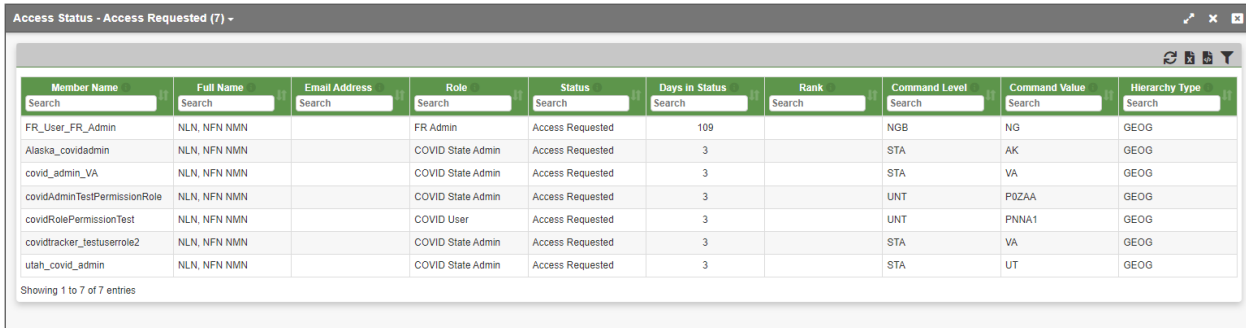
| Menu                       | Name | Version | Modified Date | Description |
|----------------------------|------|---------|---------------|-------------|
| No data available in table |      |         |               |             |

Showing 0 to 0 of 0 entries

UPLOAD NEW FILE NEW FOLDER DOWNLOAD SELECTED

## 9 User Management Tool


Any time you select something in the *Command Center* – for example, open a work bucket or perform a search – the results appear in Panel 2. UMT displays work bucket contents and search results as lists.



| Member Name                  | Full Name    | Email Address | Role              | Status           | Days in Status | Rank | Command Level | Command Value | Hierarchy Type |
|------------------------------|--------------|---------------|-------------------|------------------|----------------|------|---------------|---------------|----------------|
| FR_User_FR_Admin             | NLN, NFN NMN |               | FR Admin          | Access Requested | 109            |      | NGB           | NG            | GEOG           |
| Alaska_covidadmin            | NLN, NFN NMN |               | COVID State Admin | Access Requested | 3              |      | STA           | AK            | GEOG           |
| covid_admin_VA               | NLN, NFN NMN |               | COVID State Admin | Access Requested | 3              |      | STA           | VA            | GEOG           |
| covidAdminTestPermissionRole | NLN, NFN NMN |               | COVID State Admin | Access Requested | 3              |      | UNT           | P0ZAA         | GEOG           |
| covidRolePermissionTest      | NLN, NFN NMN |               | COVID User        | Access Requested | 3              |      | UNT           | PNNA1         | GEOG           |
| covidtracker_testuserrole2   | NLN, NFN NMN |               | COVID State Admin | Access Requested | 3              |      | STA           | VA            | GEOG           |
| utah_covid_admin             | NLN, NFN NMN |               | COVID State Admin | Access Requested | 3              |      | STA           | UT            | GEOG           |

Showing 1 to 7 of 7 entries

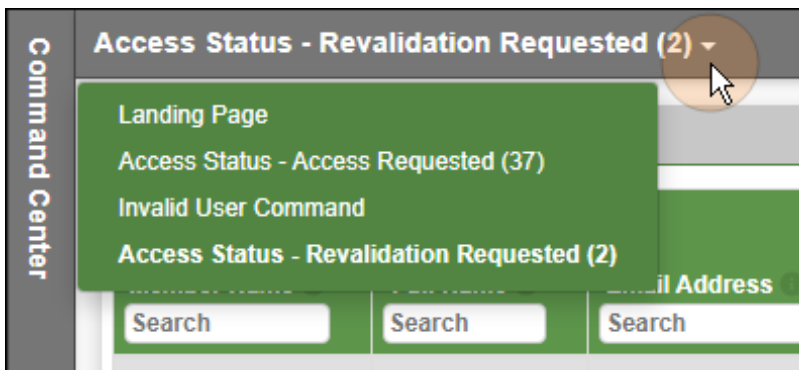


You can filter the list by clicking the **Filter**  icon. You can sort the list by clicking at the top of the column you want to sort by (for example, name or command).

Selecting a record from the list in Panel 2 opens it in Panel 3.

### ***The Panel Bar***

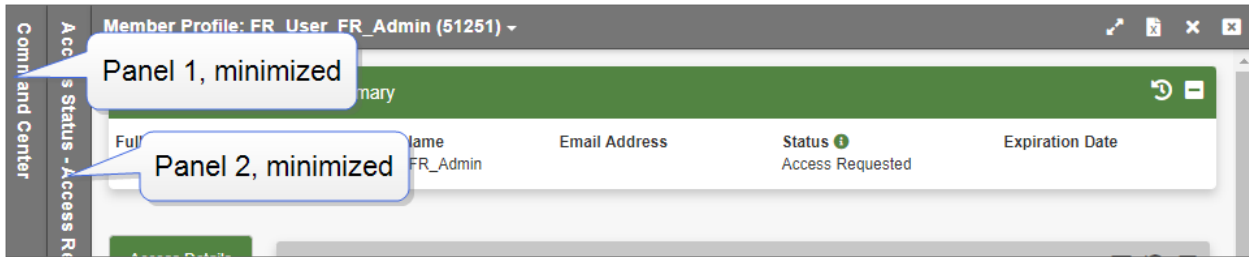
The *Landing Page* is always accessible in Panel 2 from the drop-down list across the top of the panel. Any page that the user does not manually close remains accessible through this drop-down until the user closes the tool itself.



**Note** - In Panel 3, the panel bar works the same way it does in Panel 2.

### ***Minimizing Panels***

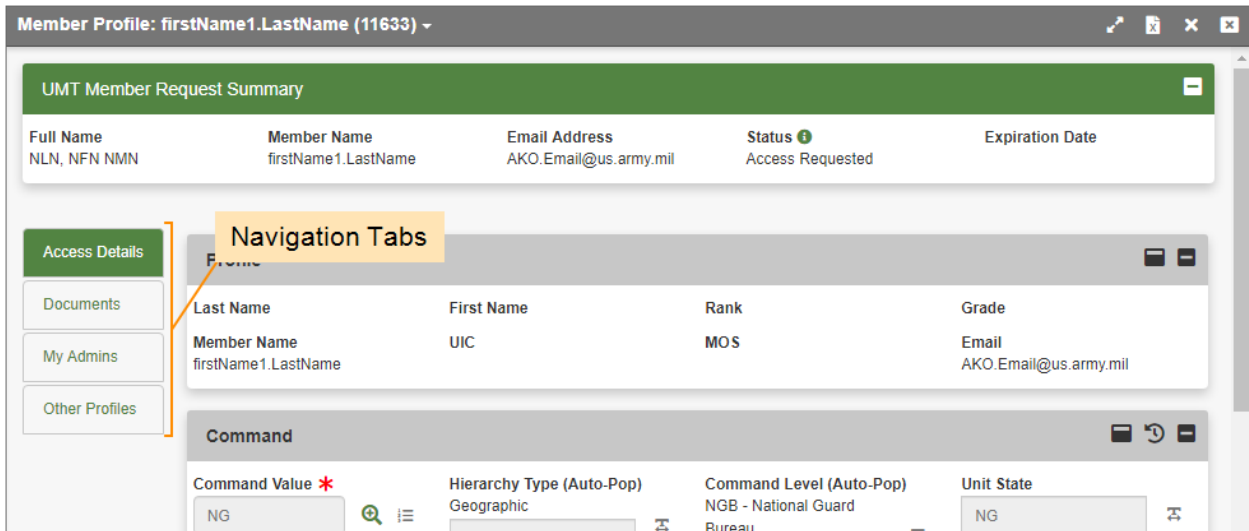
When you select a record in Panel 2, Panel 3 opens as Panels 1 and 2 minimize on the left. You can easily navigate back to Panel 1 or Panel 2 by clicking the minimized panels.



The top right corner of each panel bar contains several different icons, including tools to Refresh, Export, or Filter information. Hovering the cursor over an icon opens a tool tip describing the icon’s function.

### 9.4.3 Panel 3: User Management Functions

Panel 3 displays information about your users and their access settings. From here you can manage their roles and permission, as well as the scope and duration of their access. This panel includes a *Summary* section at the top and navigational tabs that appear on the left side immediately beneath the *Summary*. These tabs include *Access Details*, *Documents*, *My Admins*, and *Other Profiles*.



The *Access Details* page opens by default. Clicking one of the other tabs opens relevant information pertaining to that tab.

#### Access Details tab

*Access Details* contains the command information and most of the possible actions for a case. It is described here: [Controlling User Roles and Permissions in Panel 3](#) on the next page.

#### Documents tab

UMT allows the user to upload and download a member’s System Authorization Access Request (SAAR) as part of the registration process. An Administrator may occasionally request (or a user may supply) additional supporting documentation to justify the user’s access request. For example, in order for a user to be appointed as a Mini Administrator within RMS AWOL, a Memorandum for Record must be uploaded. These additional documents are managed under the *Documents* tab, shown below:



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To upload a new document, click **UPLOAD NEW FILE**. A pop-up window appears and prompts you to upload a file. Click **Choose File** and select a file to upload, enter a File Name and Description, and click **UPLOAD**.

**Note** - For RCMS products, the file type must have one of these extensions: pdf, tiff, tif, xps, xls, xlsx, png, doc or docx.

To download existing documents, select one or more check boxes in the left-most column, then click **DOWNLOAD SELECTED**. The document appears in a .zip file at the bottom of the screen and is added to your *Downloads* folder.

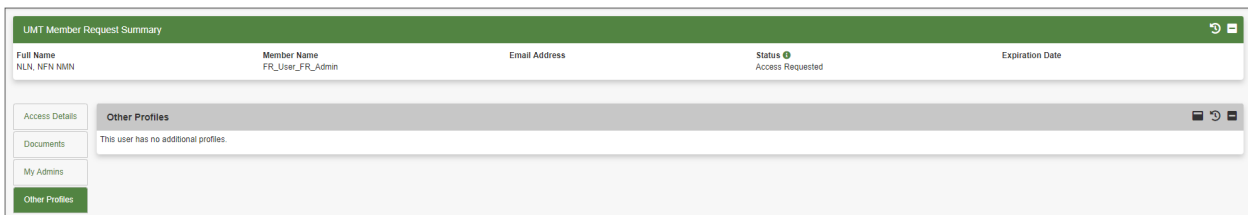
To create a new folder for uploaded documents, click **NEW FOLDER**. A pop-up window appears and prompts you to create a folder name. After you do, click **CREATE**.

### My Admins tab

My Admins shows a list of relevant administrators, including name, rank, email address, command value, and command level.

### Other Profiles tab

The *Other Profiles* tab provides access to a report listing all RMS products to which a member has ever requested access. This report contains the product name, the member's role and current status, the date that the member last accessed the product, and the date that the member's access to the product expires.



**Note** - This report is for informational purposes only. If you are an administrator for multiple products, you must access UMT through each product individually to manage the user accounts for that product.

## 9.4.4 Controlling User Roles and Permissions in Panel 3

The *Access Details* section of Panel 3 is the main work area where you review and manage the cases in your work buckets.

The screenshot shows the 'Member Profile: firstName1.LastName (11633)' window. It features a 'Command Center' sidebar on the left with 'Access Status - Access Requested (37)'. The main content area is divided into two sections:

- UMT Member Request Summary:** A table with the following data:
 

| Full Name    | Member Name         | Email Address         | Status           | Expiration Date |
|--------------|---------------------|-----------------------|------------------|-----------------|
| NLN, NFN NMN | firstName1.LastName | AKO.Email@us.army.mil | Access Requested |                 |
- Access Details:** A sub-section with a 'Profile' tab selected, showing:
 

|            |       |                       |
|------------|-------|-----------------------|
| First Name | MOS   | Email                 |
| UIC        | Grade | AKO.Email@us.army.mil |
| Rank       |       | mil                   |

*Access Details* includes several sub-sections:

- The user's profile: **Profile** below
- A section for the user's command setting: **Command** on the next page
- A section used to establish the user's role and permissions: **Roles and Permissions** on page 84
- A section where you execute actions to move the case across work buckets (e.g., approve, deny, return for re-work, etc.): **Submit** on page 95
- A read-only section where you can view all actions taken on a user's account: **History of Actions** on page 96

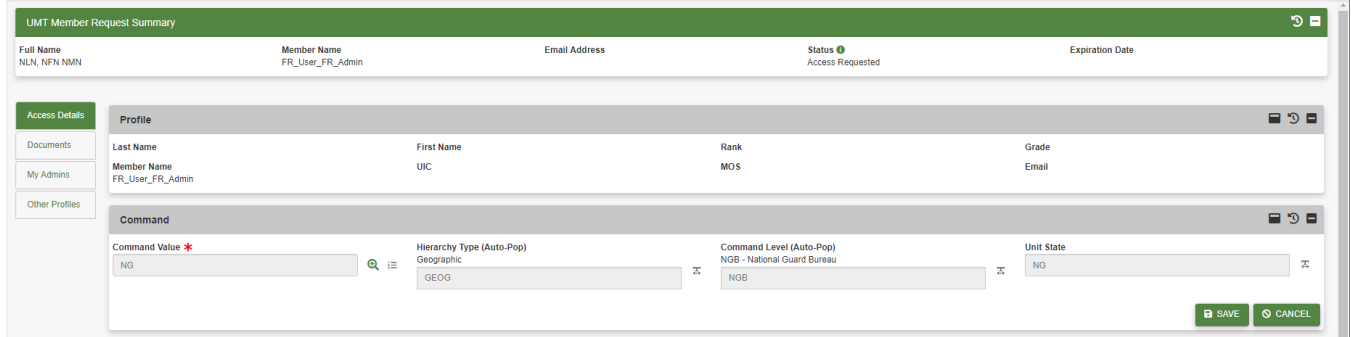
While the contents of each section are similar, they may vary slightly based on the work bucket selected. For example, a new access request only shows the prospective member's *requested* command, while a change request for an existing member shows both their *current* and *requested* command in order to help you assess the change. Sections may also vary in their editability based on the work bucket selected. For example, a case in the *Access Revoked* state displays most of its data as read-only, since that case cannot be re-opened or changed.

#### 9.4.4.1 Profile

The *UMT Profile* is the first section that appears under *Access Details*. In RMS AWOL, the *Profile* is a non-editable section containing information mostly extracted from the user's Common Access Card, including Last Name, First Name, Rank, Grade, Member Name, UIC, MOS, and Email. These are all common fields that are considered as part of the approval process. Fields that are not applicable to a given member are left blank. Any desired changes to these field values must be addressed at the source – fields cannot be edited by RMS AWOL administrative personnel.

### 9.4.4.2 Command

The *Command* section displays the command access level requested by a prospective member or previously assigned to an existing member’s account. Command access governs the detailed records that are visible to that member (e.g., Soldier-level), and the entry level at which they access RMS AWOL.



Existing members accessing the UMT Command section typically see read-only values above Command Value, Hierarchy Type, and Command Level fields, which represent approved values. If a change is requested, the newly requested values appear in the editable text boxes, and the user has the ability to override these fields as needed. To make these edits, click **Search** to the right of the Command Value field, select the correct values by navigating through the C2 structure drop-downs in the pop-up window that appears (the Command Picker), and click **SET** to return to the original screen. Modifications made through this single dialog are extended to all three edit boxes. Click **SAVE** to save changes and finish.

### Command Edit Log

To see past changes to the user’s command, click **Edit Log**. The edit log shows when specific changes were made, and by whom.

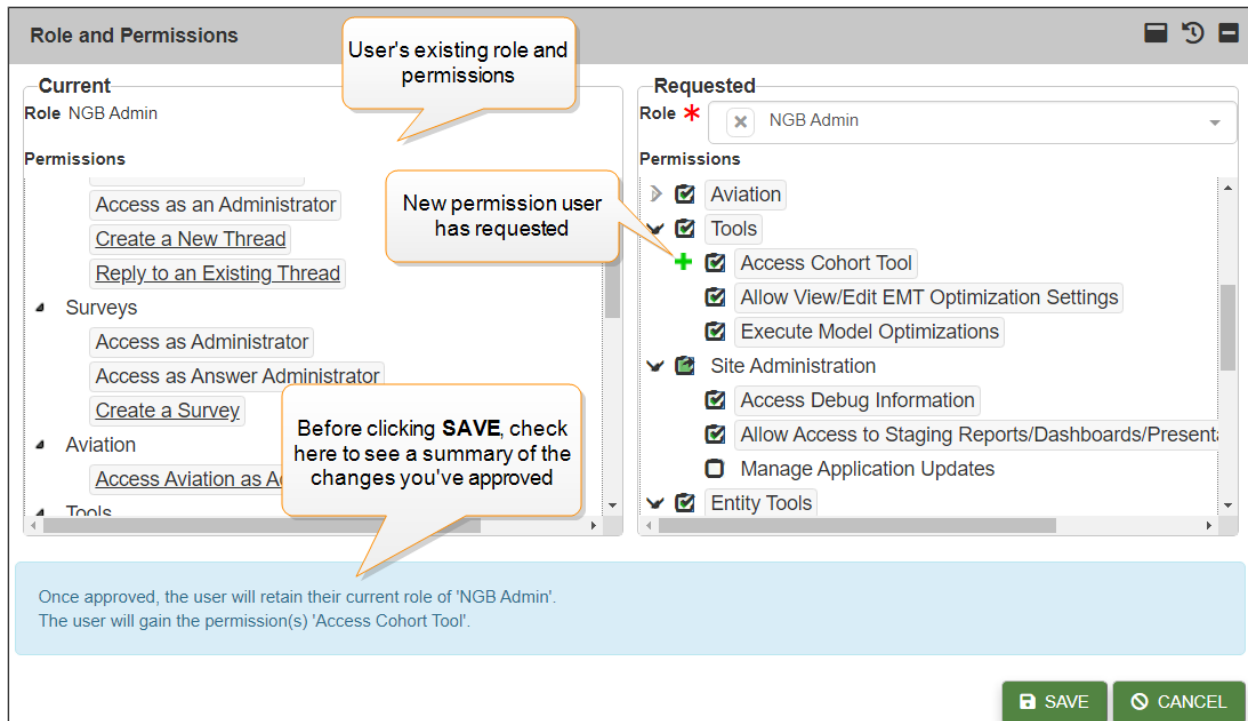
| Label                     | Previous Value              | Updated Value | Updated On              | Updated By |
|---------------------------|-----------------------------|---------------|-------------------------|------------|
| Command Level (Auto-Pop)  | NGB - National Guard Bureau | STA - State   | 2022-08-19T18:15:51.363 | anil.naria |
| Command Value             | NG                          | AK            | 2022-08-19T18:15:51.363 | anil.naria |
| Hierarchy Type (Auto-Pop) |                             |               | 2022-08-19T18:15:51.363 | anil.naria |
| Unit State                | NG                          | AK            | 2022-08-19T18:15:51.363 | anil.naria |

Showing 1 to 4 of 4 entries

### 9.4.4.3 Roles and Permissions

The next section is the *Roles and Permissions* section, where the administrator manages items including which internal tools members can access and the level of data visible to users.

**Note** - The screenshot below is an example not specific to RMS AWOL. It illustrates what an administrator sees when a user has requested a new permission.



Available roles and permissions vary by product and appear within functionally defined permission groups that can be collapsed or expanded by clicking on the chevron (▶) to the left of each group. For existing members, *Current* roles and permissions are displayed on the left and *Requesting* roles and permissions are displayed on the right.

Each role is associated with one or more permissions, which are either included in the role by default or are optionally added by the administrator. Permissions included in the role by default are considered *Default*, and those that can be added manually are considered *Non-Default*. On the *Requested* side, *Default* permissions are underlined and appear before *Non-Default* permissions within each group.

Administrators can change a user's role and can add or revoke individual permissions as required. To change a role, click on the drop-down box under *Requesting*, and select the new role. To change permissions, toggle them on or off by checking the check boxes next to each one.

When a role is changed, *Default* permissions associated with the new role are added to the user's permissions and any *Default* permissions associated exclusively with the old role are removed. *Non-Default* permissions are preserved. A summary at the bottom of the page appears listing all changes.

Click **SAVE** to finalize all changes and finish.

## Roles and Permissions Edit Log

To see past changes to the user's role and permissions, click  **Edit Log**. The edit log shows when specific changes were made, and by whom.

### RMS AWOL User and Administrator Roles

All users in RMS AWOL are assigned a role which determines what they can access, view, and manage. Each role includes various associated *permissions* that define the specific functions, activities, and products to which a member may have access within the application.

UMT is designed to give administrators fine-grained control over what each user can do. Each role has a default set of permissions and optional permissions. It is possible to add or remove specific permissions for each individual user.

*Example: A role provides access to an optional permission allowing users to view system debug information. Having this role does not guarantee that the user has access to this debug information, however, since the permission is optionally granted.*

It is also important to note that roles (and/or permissions) that are associated with administrative functions (such as "Granting Permissions") provide a given user with access to UMT through the ribbon menu. Users without an administrative role (or relevant permission) do not see this link.

The ability to approve roles is based upon the *level* of an administrative user. Levels are assigned to each role and range from 0 (the highest level) to 99 (the lowest level). As a general rule, administrative users can only view and approve UMT functions for members assigned a role at a lower level. Administrators assigned a role at level 0 can see and perform actions on all members.

**Note** - An Administrator assigned the top-level role, 0, can approve all other roles. Any role with a level below 0 can only approve roles below than that level (e.g., a level 1 role can approve any level 2 or below; a level 4 role can approve any level 5 or below).

| RMS AWOL Role                 | Description  | Level | Administrative Role? |
|-------------------------------|--|-------|----------------------|
| <b>IST Help Desk Admin</b>    | Can complete any IST action for any state, including approve users in UMT. IST Help Desk Admin have access to the <i>Administration</i> tab functions for IST.   | 0     | Yes                  |
| <b>Vulcan NGB Level Admin</b> | Can view the status of RSP in all states in the nation. They can see statistics summarizing the status of RSP in each state, view many reports, and complete all tasks that State Administrators and Users can complete. | 0     | Yes                  |

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| RMS AWOL<br>Role                | Description   | Level | Administrative<br>Role? |
|---------------------------------|---|-------|-------------------------|
| <b>Vulcan State Level Admin</b> | Can view all the RSP Sites within a particular state. They can see statistics summarizing the status of the RSP in each of the existing RSP sites, identify units that are RSP site, view many reports, and complete many other essential tasks.                            | 0     | Yes                     |
| <b>State Level Admin</b>        | Can do everything in RMS for their own state, including approve user requests in UMT.   | 0     | Yes                     |
| <b>State Level Super Admin</b>  | Can view and complete everything in RMS, including adding Admin users and approving user requests in UMT. They have access to the <i>Override Eligibility</i> button on the fourth-panel <i>Extension Eligibility</i> screen to bypass all eligibility rules.               | 0     | Yes                     |
| <b>NGB Level</b>                | Can view all data but cannot edit anything.   |       | No                      |
| <b>IST Help Desk</b>            | Can complete any IST action for any state.  |       | No                      |
| <b>State Level</b>              | Can view all data for their own state, but cannot edit anything.  |       | No                      |
| <b>State IST Coordinator</b>    | Can complete losing or gaining state actions and approvals for Soldiers in their state.   |       | No                      |
| <b>IPPS-A</b>                   | Can click the <i>Entered into IPPS-A</i> button to complete an Extension case in the IPPS-A work bucket, or click <i>Return to Unit</i> to request corrections.   |       | No                      |
| <b>Battalion Level</b>          | Can view all data for their own battalion, but cannot edit anything.  |       | No                      |
| <b>Brigade Level</b>            | Can view all data for their own brigade, but cannot edit anything.  |       | No                      |
| <b>Sponsor</b>                  | Can log attempts to contact a Soldier and track sponsorship activities on the <i>Manage Checklist</i> screen.   |       | No                      |
| <b>Vulcan LNO</b>               | Training Liaison Officers at the various IET Sites can open and maintain LNO Tickets and have read-only access to other Soldier information.  |       | No                      |
| <b>Vulcan User</b>              | Users with access to the RSP Site level can view all the Soldiers assigned to a particular RSP Site. They can see statistics summarizing the status of the Site, define a Site Drill Schedule, update Soldier information in bulk, and complete many other essential tasks. |       | No                      |

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| <b>RMS AWOL Role</b>        | <b>Description</b>  | <b>Level</b> | <b>Administrative Role?</b> |
|-----------------------------|---|--------------|-----------------------------|
| <b>Vulcan Read Only</b>     | Users with NGB, State, and RSP Site level roles can also be restricted to read-only access.   |              | No                          |
| <b>Financial Counselor</b>  | User can send a case for and sign-off on a case Budget. Work buckets are displayed, allows users to view a case budget and report.  |              | No                          |
| <b>Transition Counselor</b> | Users are allowed to approve a case, effectively closing a case. Work buckets are displayed and allow a user to perform duties of a Transition Counselor such as sign DD2958 as a Transition Counselor, view Reports, and ability to upload files to the VSD Library. |              | No                          |
| <b>Unit Level</b>           | Can complete actions for any unit they have been granted access to in UMT.  |              | No                          |

### Permissions

RMS AWOL has a list of permissions associated with one or more role. These permissions are organized into eight functional groups: Administration, Aviation, Entity Tools, Forum, Reports, Site Administration, Surveys, and Tools.

| <b>Group</b>   | <b>Permission</b>          | <b>Description</b>   |
|----------------|----------------------------|--|
| Administration | AWOL: Display work buckets | Ability to display AWOL work buckets.                            |
| Administration | AWOL Close AWOL Case       | Ability to terminate an AWOL case.                               |
| Administration | AWOL Complete Case         | Ability to complete 4856 counseling and close the case.          |
| Administration | AWOL Contact Soldier       | Ability to contact an AWOL soldier and record their information. |
| Aviation       | AWOL Counsel Soldier       | Ability to counsel a soldier from an AWOL case.                  |
| Entity Tools   | AWOL Edit Case             | Ability to edit AWOL cases.                                      |
| Entity Tools   | AWOL Update Contact Info   | Ability to update contact information on a AWOL case.            |
| Forum          | Document Center: Delete    | Ability to delete files from a Soldier's document center.        |
| Forum          | Document Center: Upload    | Ability to upload files to a Soldier's document center.          |

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| <b>Group</b>        | <b>Permission</b>                  | <b>Description</b>   |
|---------------------|------------------------------------|--|
| Forum               | Document Center: Vulcan RSP        | Ability to view Vulcan RSP from a Soldier's document center.     |
| Forum               | Extension: Battalion Review        | Ability to review Extension cases in the Battalion work bucket.  |
| Forum               | Extension: Brigade Review          | Ability to review Extension cases in the Brigade work bucket.    |
| Reports             | Extension: Display work bucket's   | Ability to display Extension work buckets.                       |
| Reports             | Extension: IPPS-A Review           | Ability to review Extension cases in the IPPS-A work bucket.     |
| Reports             | Extension: State Review            | Ability to review Extension cases in the State work bucket.      |
| Reports             | Extension Counseling               | Ability to conduct counseling for Extension cases.               |
| Reports             | Extension Enter into IPPS-A        | Ability to enter an extension in IPPS-A and complete it.         |
| Reports             | Extension Enter Override           | Ability to override data value for Soldier's in Extension cases. |
| Reports             | Extension Issue Incentive Contract | Ability to issue a bonus contract for Extension cases.           |
| Site Administration | Extension Override Eligibility     | Ability to override eligibility for Extension cases.             |
| Site Administration | Extension Process 4836             | Ability to complete and upload document 4836 to the case.        |
| Site Administration | IST: Display work bucket's         | Ability to display IST work buckets.                             |
| Surveys             | IST: Help Desk                     | Ability to access the IST Help Desk.                             |
|                     | IST: Help Desk Admin               | Grants IST Help Desk access to users.                            |



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| Group   | Permission   | Description   |
|---------|--|---|
| Surveys | IST: Override Risk Level   | Ability to override risk levels for IST cases.                                |
| Surveys | IST: Reject Para/Line  | Ability to reject assigned Paragraph/Lines for IST cases.                     |
| Tools   | IST: Reopen Case   | Ability to reopen IST cases.  |
| Tools   | IST: Reset Case  | Ability to reset IST cases.   |
|         | IST: State Level User  | Grants state level access to the user for IST cases.                          |
|         | IST: Terminate Case  | Ability to terminate IST cases.   |
|         | IST: Unit Level User   | Grants unit level access to the user for IST cases.                           |
|         | IST: Update Contact Info   | Ability to update contact information on an IST case.                         |
|         | IST: Verify Orders   | Ability to verify cases and orders for IST cases.                             |
|         | NGB Admin  | Grants NGB Administrator access to user.                                      |
|         | Process: Vulcan LNO; Action: Case Closed; Current: New; To: Closed                       | Ability to close Vulcan LNO cases from the New work bucket.                   |
|         | Process: Vulcan LNO; Action: Case Closed; Current: Returned to LNO; To: Closed           | Ability to close Vulcan LNO cases from the Returned to LNO work bucket.       |
|         | Process: Vulcan LNO; Action: Case Closed; Current: Returned to State; To: Closed         | Ability to close Vulcan LNO cases from the Returned to State work bucket.     |
|         | Process: Vulcan LNO; Action: Case Terminated; Current: New; To: Terminated               | Ability to terminate Vulcan LNO cases from the New work bucket.               |
|         | Process: Vulcan LNO; Action: Case Terminated; Current: Returned to LNO; To: Terminated   | Ability to terminate Vulcan LNO cases from the Returned to LNO work bucket.   |
|         | Process: Vulcan LNO; Action: Case Terminated; Current: Returned to State; To: Terminated | Ability to terminate Vulcan LNO cases from the Returned to State work bucket. |

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| Group | Permission  | Description   |
|-------|---|---|
|       | Process: Vulcan LNO; Action: Return to LNO; From: Returned to State; To: Returned to LNO        | Ability to move Vulcan LNO cases from the Returned to State work bucket to the Returned to LNO work bucket. |
|       | Process: Vulcan LNO; Action: Returned to LNO; Current: New; To: Returned to LNO                 | Ability to move Vulcan LNO cases from the New work bucket to the Returned to LNO work bucket.               |
|       | Process: Vulcan LNO; Action: Returned to State; Current: Returned to LNO; To: Returned to State | Ability to move Vulcan LNO cases from the Returned to LNO work bucket to the Returned to State work bucket. |
|       | Sponsorship: 1st Drill Orientation  | Grants 1st Drill Orientation sponsor access.  |
|       | Sponsorship: 1st Line Leader  | Grants 1st Line Leader sponsor access.  |
|       | Sponsorship: 1st Sergeant   | Grants 1st Sergeant sponsor access.   |
|       | Sponsorship: Commander  | Grants Commander sponsor access.  |
|       | Sponsorship: Display work bucket's  | Ability to display Sponsorship work bucket's.   |
|       | Sponsorship: Initial Contact Prior to 1st Drill   | Ability to access Initial Contact Prior to 1st Drill.   |
|       | Sponsorship: Readiness NCO  | Grants Readiness NCO access.  |
|       | Sponsorship: Supply Sergeant  | Grants Supply Sergeant access.  |
|       | Sponsorship Add Note  | Ability to add a note to a Sponsorship case.  |
|       | Sponsorship Assign Sponsor  | Ability to assign a sponsor to a Sponsorship case.  |
|       | Sponsorship Close Sponsorship   | Ability to mark a Sponsorship case as closed.   |
|       | Sponsorship Complete Checklist  | Ability to complete the checklist for a Sponsorship case.   |

## 9 User Management Tool

| Group | Permission                                       | Description  |
|-------|--|--|
|       | Sponsorship Contact Soldier                      | Ability to contact a Soldier about their Sponsorship case.           |
|       | Sponsorship Contact Sponsor                      | Ability to assign and contact a sponsor to a Sponsorship case.       |
|       | Sponsorship Print Checklist                      | Ability to print a checklist for a Sponsorship case.                 |
|       | Sponsorship Reassign Sponsor                     | Ability to reassign a sponsor for a Sponsorship case.                |
|       | Sponsorship Return Checklist                     | Ability to return a checklist to the sponsor for a Sponsorship case. |
|       | Sponsorship Terminate Case                       | Ability to terminate a Sponsorship case.                             |
|       | Sponsorship Update Contact Info                  | Ability to update contact information on a Sponsorship case.         |
|       | State Admin                                      | Grants State Admin access to the user.                               |
|       | Transition Service: Approve Case                 | Allows user to approve a case effectively closing it.                |
|       | Transition Service Budget Review                 | Allows user to send a case for budget review.                        |
|       | Transition Service Budget Sign Off               | Allows user to sign off on a case budget.                            |
|       | Transition Service Commander Sign                | Allows user to sign DD2958 as a Commander.                           |
|       | Transition Service Display                       | Ability to display Transition Display work bucket's                  |
|       | Transition Service Terminate Case                | Allows user to terminate a case.                                     |
|       | Transition Service: Transition Counselor         | Allows user to perform duties of a Transition Counselor.             |
|       | Transition Service: Transition Counselor Signoff | Allows user to sign DD2958 as a Transition Counselor                 |
|       | Transition Service: View Budget                  | Allows user to view a case budget.                                   |

## 9 User Management Tool

| Group | Permission                                       | Description   |
|-------|--|---|
|       | Transition Service: View Question History Tab    | Allows user to view the question history tab.   |
|       | View Reports                                     | Ability to access and view the Reports blade.   |
|       | View Vulcan                                      | Ability to view Vulcan work bucket's.   |
|       | VSD Delete Files                                 | Ability to delete files from VSD library.   |
|       | VSD Upload Files                                 | Ability to upload files to the VSD library.   |
|       | Vulcan Can Edit                                  | Ability to edit Vulcan cases.   |
|       | Vulcan Edit Closed Ticket                        | Ability to edit closed Vulcan tickets.  |
|       | Vulcan LNO: Terminate Case                       | Ability to terminate Vulcan LNO cases.  |
|       | Vulcan NGB Admin                                 | Grants Vulcan NGB Admin access to user.   |
|       | Vulcan View Document Tab                         | Ability to view the Document tab in the 3rd and 4th panels of the Vulcan work bucket. |
|       | Vulcan Add Comments                              | Ability to add comments in Vulcan work buckets.                                       |
|       | Vulcan Disposition Override                      | Ability to override disposition for Vulcan cases no matter the IET status.            |
|       | Vulcan VSD Delete Files                          | Ability to delete files from the Vulcan VSD library.                                  |
|       | Vulcan VSD Upload Files                          | Ability to upload files to the VSD library.   |
|       | Admin: Receive Notifications                     | Ability for administrators to receive notifications.                                  |
|       | Extension: Display Career Development Counseling | Ability to display Career Development Counseling work buckets                         |
|       | Vulcan LNO                                       | Grants Vulcan LNO access to user.   |
|       | Vulcan Read Only                                 | Grants Vulcan Read Only access to user.   |

| Group | Permission         | Description                               |
|-------|--------------------|---|
|       | Vulcan State Admin | Grants Vulcan State Admin access to user. |
|       | Vulcan User        | Grants Vulcan User access to user.        |

**Mapping of Roles to Permissions**

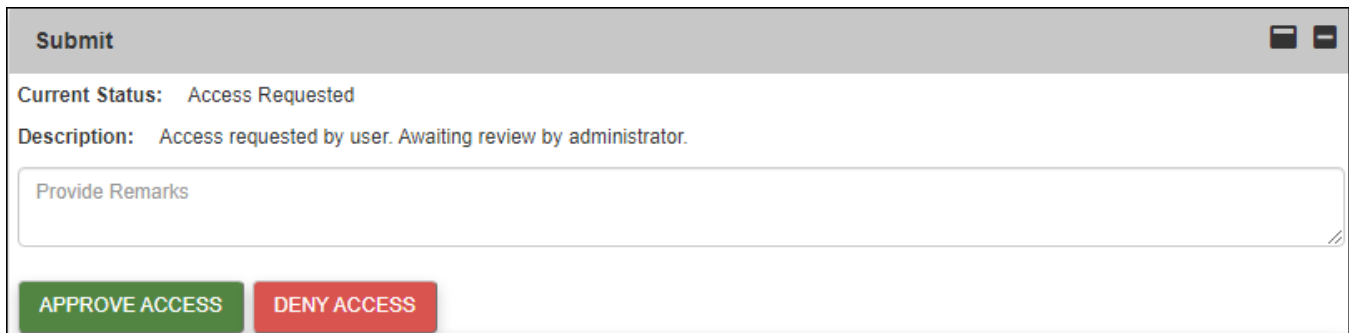
Each role has a corresponding list of default and optional permissions that control what the user can do. The chart below displays a cross-tab of roles (across the top) and permissions (down the side). Items shown with a “D” (in green) are *Default* permissions, meaning the user obtains this permission by default at the time they are awarded the role. Items shown with an “O” (in gray) are optional permissions, meaning these permissions are available to be assigned, but not assigned by default.

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| Roles/Permissions   | IST Help Desk Admin | Vulcan NGB Level Admin | Vulcan State Level Admin | State Level Admin | State Level Super Admin | NGB Level | IST Help Desk | State Level | State IST Coordinator | IPPS-A Level | Battalion Level | Brigade Level | Sponsor | Vulcan LNO | Vulcan User | Vulcan Read Only | Financial Counselor | Transition Counselor | Unit Level |
|---|---------------------|------------------------|--------------------------|-------------------|-------------------------|-----------|---------------|-------------|-----------------------|--------------|-----------------|---------------|---------|------------|-------------|------------------|---------------------|----------------------|------------|
| AWOL: Display Workbaskets   | O                   | O                      | O                        | D                 | D                       | D         | D             | D           | D                     | D            | D               | D             | D       |            |             |                  | O                   | O                    | D          |
| AWOL: Close AWOL Case   |                     |                        |                          | D                 | D                       | D         | D             | D           | D                     | D            | D               | D             | D       |            |             |                  |                     |                      | D          |
| AWOL: Complete Case   |                     |                        |                          | D                 | D                       | D         |               |             |                       |              | D               | D             |         |            |             |                  |                     |                      | D          |
| AWOL: Contact Soldier   |                     |                        |                          | D                 | D                       | D         | D             | D           | D                     | D            | D               | D             | D       |            |             |                  |                     |                      | D          |
| AWOL: Counsel Soldier   |                     |                        |                          | D                 | D                       | D         | D             | D           | D                     | D            | D               | D             | D       |            |             |                  |                     |                      | D          |
| AWOL: Edit Case   |                     |                        |                          | D                 | D                       | D         |               |             |                       |              | D               | O             |         |            |             |                  |                     |                      | D          |
| AWOL: Update Contact Info   |                     |                        |                          | D                 | D                       | D         | D             | D           | D                     | D            | D               | D             | D       |            |             |                  |                     |                      | D          |
| Document Center: Delete   |                     | O                      | O                        | O                 | O                       | O         |               |             |                       |              |                 |               |         | O          | O           | O                |                     |                      |            |
| Document Center: Upload   |                     | D                      | O                        | D                 | D                       | D         |               |             |                       |              |                 |               |         | D          | O           | O                |                     |                      |            |
| Document Center: Vulcan RSP   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              |                 |               |         | D          | D           | D                |                     |                      |            |
| Extensions: Battalion Review  | D                   |                        |                          | D                 | D                       | O         |               | D           |                       |              | D               | D             |         |            |             |                  |                     |                      |            |
| Extensions: Brigade Review  | D                   |                        |                          | D                 | D                       | O         |               | D           |                       |              |                 | D             |         |            |             |                  |                     |                      |            |
| Extensions: Display Workbaskets   | O                   |                        |                          | D                 | D                       | D         | O             | D           | O                     | D            | D               | D             |         |            |             |                  | O                   | O                    | D          |
| Extensions: IPPS-A Review   |                     |                        |                          | D                 | D                       |           |               |             |                       | D            |                 |               |         |            |             |                  |                     |                      |            |
| Extensions: State Review  |                     |                        |                          | D                 | D                       | O         |               | D           |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| Extension Counseling  | D                   |                        |                          | D                 | D                       | O         | O             |             |                       |              | D               | D             | D       |            |             |                  |                     |                      | D          |
| Extension: Display Career Development Counseling  | O                   | O                      | O                        | O                 | O                       |           | O             | O           | O                     | O            | O               | O             | O       |            |             |                  | O                   | O                    | D          |
| Extension Enter into IPPS-A   |                     |                        |                          | D                 | D                       | O         |               |             |                       | D            |                 |               |         |            |             |                  |                     |                      | D          |
| Extension Enter Override  | D                   |                        |                          | D                 | D                       | O         |               | O           |                       |              |                 |               |         |            |             |                  |                     |                      | D          |
| Extension Issue Incentive Contract  |                     |                        |                          | D                 | D                       | O         | D             | D           | D                     | D            | D               | D             | D       |            |             |                  |                     |                      | D          |
| Extension Override Eligibility  |                     |                        |                          | O                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  |                     |                      | D          |
| Extension Process 4R36  |                     |                        |                          | D                 | D                       | O         |               | O           | O                     | D            | D               | D             |         |            |             |                  |                     |                      | D          |
| IST: Display Workbaskets  | D                   | O                      | O                        | D                 | D                       | D         | D             | D           | O                     | O            | O               | O             | O       |            |             |                  | O                   | O                    | D          |
| IST: Help Desk  |                     |                        |                          | D                 | D                       | O         | D             |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| IST: Help Desk Admin  | D                   |                        |                          | D                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| IST: Override Risk Level  | D                   |                        |                          | D                 | D                       | O         | D             |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| IST: Reject Para/Line   | D                   |                        |                          | D                 | D                       | O         | O             |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| IST: Reopen Case  | D                   |                        |                          | D                 | D                       | O         | D             |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| IST: Reset Case   | D                   |                        |                          | D                 | D                       | O         | O             |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| IST: State Level User   | O                   |                        |                          | D                 | D                       | O         |               | D           | D                     |              |                 |               |         |            |             |                  |                     |                      |            |
| IST: Terminate Case   | D                   |                        |                          | D                 | D                       | O         | O             |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| IST: Unit Level User  | O                   |                        |                          | D                 | D                       | O         |               |             | D                     |              | O               | O             |         |            |             |                  |                     |                      | D          |
| IST: Update Contact Info  | D                   |                        |                          | D                 | D                       | D         | D             | D           | D                     |              | O               | O             |         |            |             |                  |                     |                      | D          |
| IST: Verify Orders  | D                   |                        |                          | D                 | D                       | O         | O             |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| NGB Admin   | D                   |                        |                          | D                 |                         |           |               |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| Process: Vulcan LNO; Action: Case Closed; Current: New; To: Closed                              |                     | D                      |                          | D                 |                         |           |               |             |                       |              |                 |               |         | D          |             |                  |                     |                      |            |
| Process: Vulcan LNO; Action: Case Closed; Current: Returned to LNO; To: Closed                  |                     | D                      |                          | D                 |                         |           |               |             |                       |              |                 |               |         | D          |             |                  |                     |                      |            |
| Process: Vulcan LNO; Action: Case Closed; Current: Returned to State; To: Closed                |                     | D                      |                          | D                 |                         |           |               |             |                       |              |                 |               |         | D          |             |                  |                     |                      |            |
| Process: Vulcan LNO; Action: Case Terminated; Current: New; To: Terminated                      |                     | D                      |                          | O                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| Process: Vulcan LNO; Action: Case Terminated; Current: Returned to LNO; To: Terminated          |                     | D                      |                          | O                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| Process: Vulcan LNO; Action: Case Terminated; Current: Returned to State; To: Terminated        |                     | D                      |                          | O                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| Process: Vulcan LNO; Action: Return to LNO; From: Returned to State; To: Returned to LNO        |                     | D                      | D                        | D                 | D                       |           |               |             |                       |              |                 |               |         |            | D           |                  |                     |                      |            |
| Process: Vulcan LNO; Action: Returned to LNO; Current: New; To: Returned to LNO                 |                     | D                      | D                        | O                 | D                       | O         |               |             |                       |              |                 |               |         |            | D           | D                |                     |                      |            |
| Process: Vulcan LNO; Action: Returned to State; Current: Returned to LNO; To: Returned to State |                     | D                      | O                        | O                 | D                       | O         |               |             |                       |              |                 |               |         | D          |             |                  |                     |                      |            |
| Sponsorship: 1st Drill Orientation  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: 1st Line Leader  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: 1st Sergeant   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Commander  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Display Workbaskets  | O                   | O                      | O                        | D                 | D                       | O         | D             | O           | D                     | O            | D               | O             | D       |            |             |                  | O                   | O                    | D          |
| Sponsorship: Initial Contact Prior to 1st Drill   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Readiness MCO  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Supply Sergeant  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Add Note   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Assign Sponsor   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Close Sponsorship  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Complete Checklist   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Contact Soldier  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Contact Sponsor  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Print Checklist  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Reassign Sponsor   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Return Checklist   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Terminate Case   |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| Sponsorship: Update Contact Info  |                     | D                      | D                        | D                 | D                       | O         |               |             |                       |              | D               | O             | D       |            |             |                  |                     |                      | D          |
| State Admin   |                     |                        |                          | D                 | D                       |           |               |             | O                     |              |                 |               |         |            |             |                  |                     |                      |            |
| Transition Service: Approve Case  |                     |                        |                          | D                 | D                       | O         |               | D           |                       |              |                 |               |         |            |             |                  |                     |                      | D          |
| Transition Service: Budget Review   |                     |                        |                          | D                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  | D                   |                      |            |
| Transition Service: Budget Sign Off   |                     |                        |                          | D                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  | D                   | O                    |            |
| Transition Service: Commander Sign  |                     |                        |                          | D                 | D                       | O         |               |             |                       |              | O               | O             |         |            |             |                  |                     |                      |            |
| Transition Service: Display   | O                   | O                      | O                        | D                 | D                       | D         | O             | D           | O                     | O            | D               | D             | O       |            |             |                  | D                   | D                    |            |
| Transition Service: Terminate Case  |                     |                        |                          | D                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  |                     |                      | D          |
| Transition Service: Transition Counselor  |                     |                        |                          | D                 | D                       | O         |               |             |                       |              | O               | O             |         |            |             |                  |                     |                      | O          |
| Transition Service: Transition Counselor Signoff  |                     |                        |                          | D                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  |                     |                      | D          |
| Transition Service: View Budget   |                     |                        |                          | D                 | D                       | O         |               |             |                       |              | O               | O             |         |            |             |                  | D                   | O                    | D          |
| Transition Service: View Question History Tab   |                     |                        |                          | D                 | D                       | O         |               |             |                       |              | O               | O             |         |            |             |                  |                     |                      | O          |
| View Reports  | D                   | D                      | D                        | D                 | D                       | D         | D             | D           | D                     | D            | D               | D             | D       | D          | D           | D                | D                   | D                    | D          |
| View Vulcan   | O                   | O                      | O                        | D                 | D                       | D         | O             | O           | O                     | O            | O               | O             | O       | O          | O           | O                | O                   | O                    | D          |
| VSD Delete Files  | D                   | D                      | D                        | O                 | D                       | O         | O             | O           | O                     | O            | O               | O             | O       | O          | O           | O                | O                   | O                    | D          |
| VSD Upload Files  | D                   | D                      | D                        | D                 | D                       | D         | O             | D           | D                     | D            | D               | D             | D       | D          | D           | D                | D                   | D                    | D          |
| Vulcan Can Edit   |                     | D                      | D                        | D                 | D                       | O         | O             | O           | O                     | O            | O               | O             | O       |            |             |                  |                     |                      | D          |
| Vulcan Edit Closed Ticket   |                     | O                      |                          | O                 | D                       | O         |               |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| Vulcan LNO: Terminate Case  |                     | D                      |                          | D                 |                         |           |               |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| Vulcan NGB Admin  |                     | D                      |                          | D                 |                         |           |               |             |                       |              |                 |               |         |            |             |                  |                     |                      |            |
| Vulcan View Document Tab  |                     | D                      | D                        | D                 | D                       | O         | O             |             |                       |              |                 |               |         | D          |             | O                |                     |                      |            |

### 9.4.4.4 Submit

The *Submit* section allows the user to record remarks and perform actions that result in a change of status.



**Submit**

Current Status: Access Requested

Description: Access requested by user. Awaiting review by administrator.

Provide Remarks

APPROVE ACCESS DENY ACCESS

Entering a remark before clicking an action button provides a narrative that is stored with the action you take. Remarks are frequently transmitted to users or administrators as a component of the automated notification system. Remarks are mandatory for all actions with a RED action button, and optional but recommended for actions with a GREEN action button. In the example above, approval of the access request does not require a remark, but denial does require a remark explaining the reason, which is transmitted back to the user.

Selecting an action moves a case from one state (work bucket) to another. In the example above, the member's case resides in the *Access Requested* work bucket until the user clicks either **APPROVE ACCESS** or **DENY ACCESS**. Once one of these actions is performed, the case moves to the appropriate work bucket. Changes might include a modified command setting, a new role, or changes to permissions.

#### Action Validations

When you click an action button, the system first asks for confirmation of the action, then performs extensive validation tests to ensure that all required entries have been completed. Below is a screen shot of the confirmation pop-up. To confirm and continue, click **YES**. To return to your case and not continue, click **NO**.



Confirmation

Approve Access?


YES NO

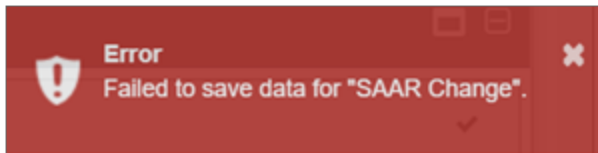
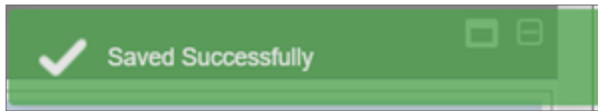
Automated validation tests typically check for three required entries:

- Has a Command value been selected and has that section been saved?
- Has a Roles and Permissions value been selected and has the section been saved?

- Has a SAAR been uploaded, has that form been certified, has an expiration date up to one year in the future been entered, and has that section been saved?

When validation tests are performed, a corresponding message appears:

- Red or green colored messages indicate whether the action was successful. Green messages indicate success, and automatically close after a few seconds. Red messages indicate that an issue was encountered and must be manually closed by clicking **Close** .



- Pop-up messages generally provide clearer explanations of what you must do to proceed with your action. An example is “Please check for any invalid or required items in the form.”



### 9.4.4.5 History of Actions

The *History of Actions* table within the *Submit* section displays all actions which have previously been taken on a user’s account, either by an Administrator or by automated processes. This section lists actions chronologically, with the most recent at the top. The *Search* box allows the user to search for a specific historic action, in the event that the number of actions makes finding one difficult.

| History of Actions  |                     |           |                          |                |                          |
|---------------------|---------------------|-----------|--------------------------|----------------|--------------------------|
| Date                | User ID             | Comment   | Previous Status          | Action         | Status                   |
| 07/16/2009 08:37 AM | firstName1.LastName | NGB Staff | Access Request Initiated | Request Access | Access Requested         |
| 07/16/2009 08:37 AM | firstName1.LastName |           | Access Revoked           | Request Access | Access Request Initiated |
| 07/16/2009 08:37 AM | firstName1.LastName |           | Access Requested         | Approve Access | Access Approved          |

Showing 1 to 3 of 3 entries

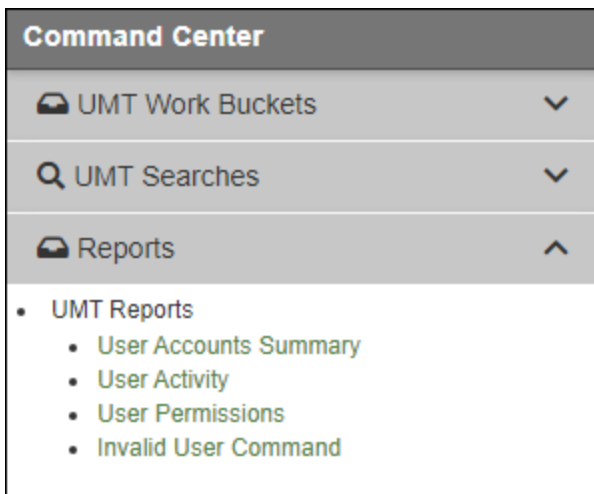
The table below lists each field displayed in the *History of Actions* section:



| Field                  | Description  |
|------------------------|--|
| <b>Date</b>            | The date and time the particular action was taken.   |
| <b>User ID</b>         | The unique identifier for the individual or process that performed the action.                 |
| <b>Comment</b>         | Remarks provided by the administrator or automated function that concern the action performed. |
| <b>Previous Status</b> | The state (or work bucket) the account was in prior to the action being performed.             |
| <b>Action</b>          | The event that caused a change in status.  |
| <b>Status</b>          | The state (or work bucket) the account is in after the completion of the action.               |

## 9.5 UMT Reports

Reporting is accessed via the *Reports* blade in the Command Center. Users can view the *User Accounts Summary*, *User Activity*, *User Permissions*, and *Invalid User Command* reports from there.



### 9.5.1 User Accounts Summary

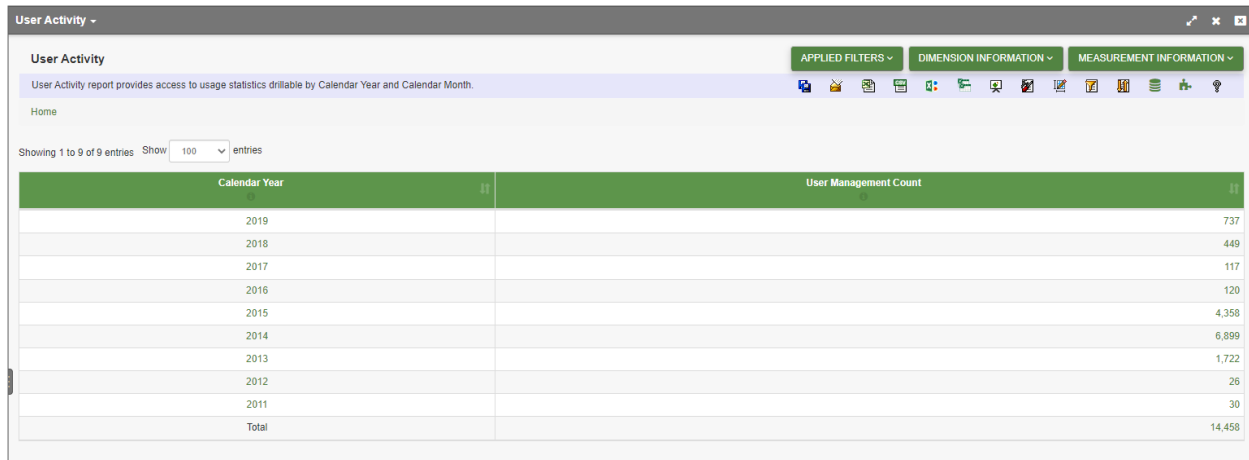
This report provides the number of UMT members in each state.

The screenshot shows the 'User Accounts Summary' report interface. It includes a title bar, a description, and a table with the following data:

| State           | User Management Count |
|-----------------|-----------------------|
| Access Approved | 3                     |
| Total           | 3                     |

## 9.5.2 User Activity

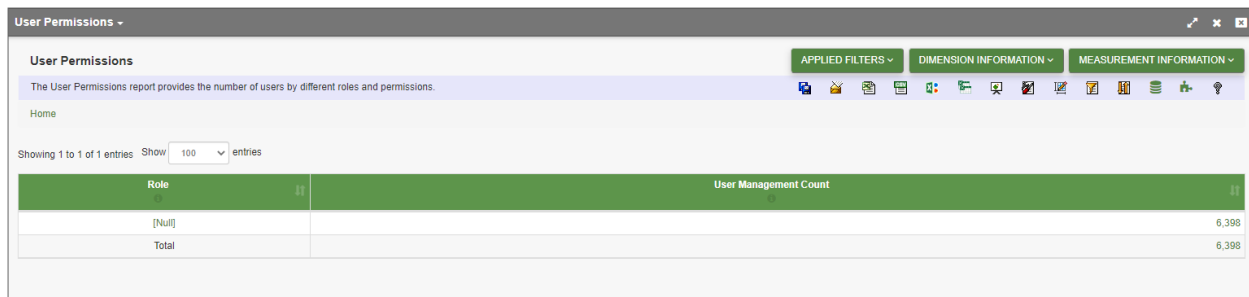
This report provides access to usage statistics drillable by Calendar Year and Calendar Month.



| Calendar Year | User Management Count |
|---------------|-----------------------|
| 2019          | 737                   |
| 2018          | 449                   |
| 2017          | 117                   |
| 2016          | 120                   |
| 2015          | 4,358                 |
| 2014          | 6,899                 |
| 2013          | 1,722                 |
| 2012          | 26                    |
| 2011          | 30                    |
| Total         | 14,458                |

## 9.5.3 User Permissions

This report provides the number of users by different roles and permissions.



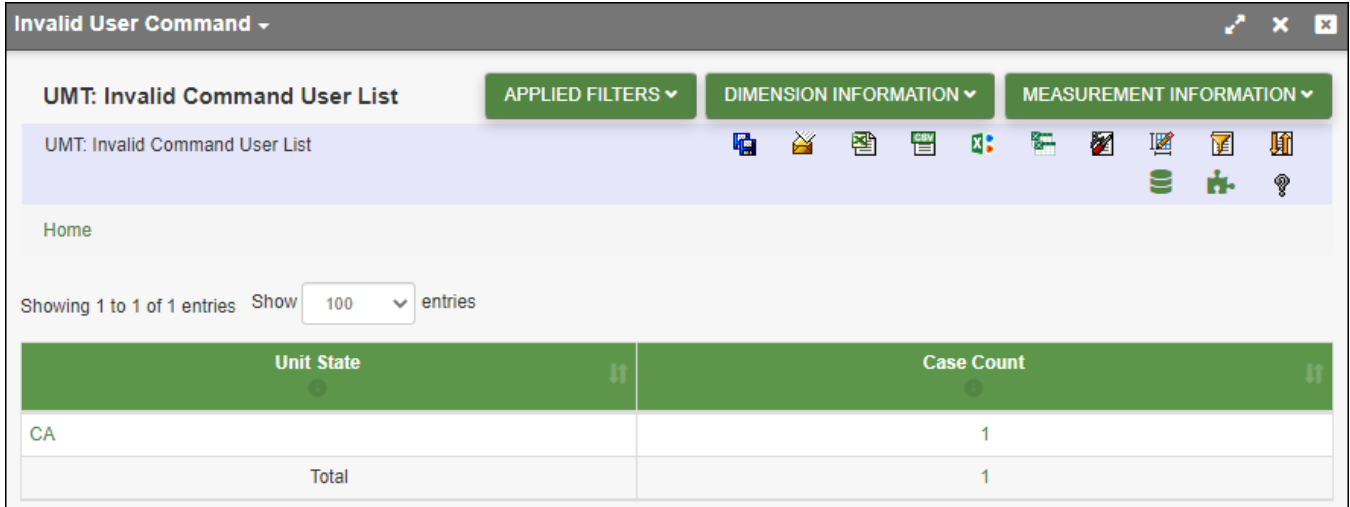
| Role   | User Management Count |
|--------|-----------------------|
| [Null] | 6,398                 |
| Total  | 6,398                 |

## 9.5.4 Invalid User Command

This report identifies, for any module that requires a Command Hierarchy selection, those users whose Command Level/Command Value settings are no longer valid. These users will have problems using the module until these values are updated.

*Example: BDE/XYZAA is now converted to BDE/ABCAA or DIV/XYZAA. The user's setting of BDE/XYZAA needs to be updated.*

This report helps identify these users.



## 9.6 Automatic Notifications

UMT provides both state-driven and time-driven notifications. Depending on the state or time, notifications are sent to either the User, Admin, or both, and may or may not include remarks entered by the User or Admin in the User Interface. Generally speaking, remarks that are “Required” fields are included in the emails.

The chart below summarizes by action who receives the notifications, whether the notification includes remarks, and whether the notification is driven by a state change or time-base event.

| Action                                     | Sent to User | Sent to Admin | Includes Remarks | State-Driven | Time-Driven |
|--|--------------|---------------|------------------|--------------|-------------|
| Access Requested                           | X            |               |                  | X            |             |
| Access Requested                           |              | X             |                  | X            |             |
| Access Request Canceled                    | X            |               |                  | X            |             |
| Access Approved                            | X            |               |                  | X            |             |
| Access Denied                              | X            |               | X                | X            |             |
| Access Extended (Revalidation Required)    | X            |               |                  | X            |             |
| Access Extended (Revalidation Requested)   | X            |               |                  | X            |             |
| Access Revoked                             | X            |               | X                | X            |             |
| Access Suspended (Administrator Action)    | X            |               | X                | X            |             |
| Access Suspended (Unapproved Revalidation) | X            |               | X                | X            |             |
| Access Suspended (Non-Revalidation)        | X            |               | X                |              | X           |
| Access/Change Request Auto-Denied          | X            |               | X                |              | X           |

| Action   | Sent to User | Sent to Admin | Includes Remarks | State-Driven | Time-Driven |
|--|--------------|---------------|------------------|--------------|-------------|
| Access/Change Request Auto-Denied                      |              | x             | x                |              | x           |
| Change Approved  | x            |               |                  | x            |             |
| Change Denied  | x            |               | x                | x            |             |
| Change Requested                                       | x            |               |                  | x            |             |
| Change Requested                                       |              | x             |                  | x            |             |
| Non-Use Warning  | x            |               |                  |              | x           |
| Profile Command (Auto-Modified)                        | x            |               |                  |              | x           |
| Reinstatement Requested                                | x            |               |                  |              |             |
| Reinstatement Requested                                |              | x             | x                |              |             |
| Reinstatement Approved                                 | x            |               |                  | x            |             |
| Reinstatement Approved (Revalidation Required)         | x            |               |                  | x            |             |
| Reinstatement Request Approved (Revalidation Required) | x            |               |                  | x            |             |
| Reinstatement Denied                                   | x            |               | x                |              |             |
| Revalidation Requested                                 | x            |               |                  | x            |             |
| Revalidation Requested                                 |              | x             |                  | x            |             |
| Revalidation Approved                                  | x            |               |                  | x            |             |
| Revalidation Request Returned                          | x            |               | x                | x            |             |
| Revalidation Requested Warning                         | x            |               |                  |              | x           |
| Revalidation Required                                  | x            |               |                  |              | x           |
| Revalidation Required (Warning)                        | x            |               |                  |              | x           |

### 9.6.1 State-Driven Notifications

State-driven notifications occur automatically when an action results in a change of the member's status (or state). State changes are typically associated with a change to the number of records that appear in a given work bucket. For example, as shown in the chart above, when a request for access results in a state change and that member being moved into the *Access Requested* work bucket, both the user and Admin receive automated notifications.

### 9.6.2 Time-Based Notifications

Some notifications are driven by the passage of time, rather than a change in state. For example, after an extended period of non-use, the system sends a notification of account suspension if the application is not

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accessed within a predefined number of days.

The chart below lists that thresholds for time-based notifications:

| <b>Event</b>                                    | <b>Event Description</b>  | <b>Days</b> |
|---|---|-------------|
| <b>Access/Change Request</b>                    | Number of consecutive days in an Access Requested state before approval is automatically denied                           | 90          |
| <b>Warning for Non-Usage</b>                    | Number of consecutive days of non-usage before being warning of a pending move into a Suspended state                     | 90          |
| <b>Suspension for Non-Usage</b>                 | Number of consecutive days of non-usage before being placed into a Suspended state  | 120         |
| <b>Revalidation Required (Entry)</b>            | Number of days prior to the SAAR expiration date that a case is moved into a Revalidation Required state                  | 45          |
| <b>Revalidation Required (1st Warning)</b>      | Number of days prior to being Suspended while in Revalidation Required state that a 1st reminder email sent               | 15          |
| <b>Revalidation Required (2nd Warning)</b>      | Number of days prior to being Suspended while in Revalidation Required state that a 2nd reminder email sent               | 7           |
| <b>Revalidation Required Non-Action Warning</b> | Number of days after being placed into a Revalidation Requested state that a reminder email of pending Suspension is sent | 15          |
| <b>Extension (SAAR Expired)</b>                 | Number of calendar days access can be extended by the Administrator if the SAAR expiration date has expired               | 30          |
| <b>Extension (SAAR Active)</b>                  | Number of additional days of access that can be granted by the Administrator if the SAAR expiration date has not expired  | 30          |
| <b>Revocation after Reinstatement Request</b>   | Number of consecutive days allowed in a Reinstatement Request state before access is automatically Revoked                | 30          |
| <b>Revocation after Suspension</b>              | Number of consecutive days allowed in a Suspended state before access is automatically Revoked                            | 30          |
| <b>Removal after Revocation</b>                 | Number of consecutive days in a Revoked state before case is removed from all work-buckets                                | 90          |